

2012

WINTER TRAINING CALENDAR

■ JANUARY

25 Service Excellence 2011 Orientation Webinar* 1 Hour

■ FEBRUARY

28 Service Excellence Full Day
28 - Mar 1 Service Excellence Designated Trainer Program* Full Day

■ MARCH

22 Service Excellence 2011 Orientation Webinar* 1 Hour
28 Building a Culture of Service Excellence Full Day

■ APRIL

24 Service Excellence Full Day
24-26 Service Excellence Designated Trainer Program* Full Day

■ MAY

15 Coaching for Excellence Full Day

■ JUNE

5 Service Excellence Full Day
5-7 Service Excellence Designated Trainer Program* Full Day

All dates and workshop sessions are subject to change

All workshops are at OTEC Toronto Learning Centre unless other location specified

*Eligibility criteria applies for Designated Trainer Programs - Please contact OTEC for more information



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