

# 2011

## SPRING TRAINING CALENDAR

### ■ MARCH

10	Accessibility Standards for Customer Service (Mississauga)	Full Day
16	Accessibility Standards for Customer Service (Brockville)	Full Day
24	Accessibility Standards for Customer Service (Bracebridge)	Full Day

### ■ APRIL

7	Accessibility Standards for Customer Service (Brantford)	Full Day
12	Maximizing Diverse Teams (Niagara)	Full Day
13	Accessibility Standards for Customer Service (Sault Ste. Marie)	Full Day
14	Coaching for Excellence	Full Day
19	Accessibility Standards for Customer Service (HHRPA Members)	Full Day
26	Accessibility Standards for Customer Service (HHRPA Members)	Full Day
27	Service Excellence	Full Day
27-29	Service Excellence Designated Trainer Program*	Full Day

### ■ MAY

5	Accessibility Standards for Customer Service (Thunder Bay)	Full Day
10	Accessible Service Excellence	Half Day
10	Leading Accessible Service Excellence	Full Day
10	Accessible Service Excellence for Designated Trainers*	Full Day
10-11	Accessible Service Excellence Designated Trainer Program*	Full Day
12	Accessibility Standards for Customer Service (Aurora)	Full Day

### ■ JUNE

1	Building a Culture of Service Excellence	Full Day
7	Service Excellence	Full Day
7-9	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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