



OTEC's WINTER WORKSHOPS

OTEC's upcoming winter workshops are designed to provide individuals with the opportunity to improve skills for service, management, or training. Don't miss out on our most popular training programs!

For further information call: 416-622-1975 ext. 210. To review these and our other selection of programs, visit our website: www.otec.org



WINTER TRAINING CALENDAR

❄️ JANUARY

- 27 Accessible Service Excellence (Morning)
- 27 Leading Accessible Service Excellence (Full Day)
- 27 Accessible Service Excellence for Designated Trainers** (Full Day)
- 27-28 Accessible Service Excellence Designated Trainer Program (Full Day)

❄️ FEBRUARY

- 17 Coaching for Excellence (Full Day)
- 23 Service Excellence (Full Day)
- 23 Service Excellence for Education Leaders(Full Day)
- 23-25 Designated Trainer Program* (Full Day)

❄️ MARCH

- 3 Engaging Generation Y (Afternoon) - Niagara
- 31 Building a Culture of Service Excellence (Full Day)

Prerequisite - *Service Excellence; **Designated Trainer Program

All dates and workshop sessions are subject to change

All workshops at OTEC Toronto Training Centre unless other location specified

