

2011

FALL TRAINING CALENDAR

■ SEPTEMBER

28 **Service Excellence 2011 Orientation Webinar*** **1 Hour**

■ OCTOBER

13 **Coaching for Excellence** **Full Day**
20 **Accessibility Standards for Customer Service (Toronto)** **Full Day**
25 **Service Excellence** **Full Day**
25-27 **Service Excellence Designated Trainer Program*** **Full Day**

■ NOVEMBER

10 **Accessibility Standards for Customer Service (Ajax)** **Full Day**
15 **Accessibility Standards for Customer Service (Sudbury)** **Full Day**
15 **Service Excellence 2011 Orientation Webinar*** **1 Hour**
23 **Building a Culture of Service Excellence** **Full Day**

■ DECEMBER

6 **Service Excellence** **Full Day**
6-8 **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 and Webinars- Please contact OTEC for more information



OTEC Office and Learning Centre
21 Four Seasons Place, Suite 300
Toronto, ON M9B 6J8
(416) 622.1975; Toll Free: 800.557.6832
www.otec.org