

FALL TRAINING CALENDAR

September

17	Leading Accessible Service Excellence	Full Day
24	Hiring the Best	Afternoon

October

8	Engaging Generation Y	Afternoon
16	Accessible Service Excellence	Afternoon
21	Service Excellence	Full Day
21-23	Designated Trainer Program	Full Day
29	Engaging Multi-Generations	Afternoon

November

12	Coaching for Excellence	Full Day
19	Leading Accessible Service Excellence	Full Day

December

2	Service Excellence	Full Day
2-4	Designated Trainer Program	Full Day



OTEC's Fall Calendar - * 3 New Programs

NEW! OTEC Workshops this Fall!

OTEC is proud to launch 3 new interactive and informative workshops this Fall. Be the first to experience:

- *Leading Accessible Service Excellence
- *Accessible Service Excellence
- *Engaging Multi-Generations

For further information and to review these or our other popular programs, visit our website:
www.otec.org

