

2010

FALL TRAINING CALENDAR

■ SEPTEMBER

22-24 Service Excellence Designated Trainer Program* (Sault Ste. Marie) Full Day

■ OCTOBER

5 Accessible Service Excellence Half Day
5 Leading Accessible Service Excellence Full Day
5 Accessible Service Excellence for Designated Trainers* Full Day
5-6 Accessible Service Excellence Designated Trainer Program* Full Day
19 Service Excellence Full Day
19-21 Service Excellence Designated Trainer Program* Full Day

■ NOVEMBER

3 Coaching for Excellence Full Day
24 Building a Culture of Service Excellence Full Day

■ DECEMBER

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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