



## OTEC's SPRING WORKSHOPS

OTEC's upcoming spring 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](http://www.otec.org)



## SPRING TRAINING CALENDAR

### APRIL

- 27 Service Excellence (Ottawa, Full Day)
- 27-29 Designated Trainer Program\* (Ottawa, Full Day)

### MAY

- 26 Accessible Service Excellence (Morning)
- 26 Leading Accessible Service Excellence (Full Day)
- 26 Accessible Service Excellence for Designated Trainers\*\* (Full Day)
- 26-27 Accessible Service Excellence Designated Trainer Program (Full Day)

### JUNE

- 8 Service Excellence (Full Day)
- 8-10 Designated Trainer Program\* (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

