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Event Calendar 2011

		JANUARY	Kuching	Kota Kinabalu
JANUARY	1	Understanding International Trade		10 & 11
	2	Presenting Your Best Public Speaking Skills	6	5
	3	Key Performance Indicators and Performance Management		10 & 11
	4	The Spirit of Innovation For Business Transformation	11	10
		FEBRUARY	Kuching	Kota Kinabalu
FEBRUARY	1	DNA Habits of the Highly Successful People	22	21
	2	Structuring Trade Financing Facilities, Trade Risks & Fraud Management		23 & 24
	3	Positive Steps to Manage Conflicts	23	22
	4	Handling Discipline & Domestic Inquiry at Work		24 & 25
		MARCH	Kuching	Kota Kinabalu
MARCH	1	Mastering Good Business Writing Skills	3	2
	2	Customer Service and Handling Complaints	4	3
	3	Sharpening Your People Skills - How to handle difficult people	21 & 22	
		APRIL	Kuching	Kota Kinabalu
APRIL	1	Leadership Qualities - The Making of Good Leaders	5	4
	2	Managing Effective Warehouse Management System	13 & 14	11 & 12
	3	The Spirit of Enterprise For Business Success	5	4
	4	Emotional intelligence - Enhancing Workplace Effectiveness	6	5
		MAY	Kuching	Kota Kinabalu
MAY	1	Business Reports Writing - Write It Well & Effective	5	4
	2	Understanding International Trade	9 & 10	
	3	Excellence Customer Service - How to Win Customers	5	4
		JUNE	Kuching	Kota Kinabalu
JUNE	1	Presenting Your Best Public Speaking Skills	22	21
	2	Structuring Trade Financing Facilities, Trade Risks & Fraud Management	20 & 21	