



Professional Development Schedule

Day Classes: 9:00 am-4:00 pm

Customer Service Track	Price	Nov	Dec	Jan	Feb	Mar	Apr
Effective Business Communication - Practical Writing	\$229	30		8		25	
Excellence in Service: Basic - Developing Basic Customer Service Skills	\$229		7		23		
Excellence in Service: Advanced - Maintaining & Growing Service Standards	\$229	13		25			15
Grammar Skills - Fundamental Language Principles	\$229		9			31	
Managing Anger - Causes & Effects of Anger	\$229		22		8		26
Service Institute: Essentials for Customer Service	\$795	3, 10, 17					
Human Resources Track	Price	Nov	Dec	Jan	Feb	Mar	Apr
Interviewing Skills - Guidelines to Interview Effectively	\$229		28		11		6
Managing Performance - Constructive Appraisal Process	\$229	19		21		8	
Negotiating - Conducting Successful Compromises	\$229	2		5		29	
Organizational Skills - Applied Balance of Time & Information	\$229		3		24		23
Sexual Harrassment Prevention - Dealing with Harrassment in the Workplace	\$229			12		5	
Leadership and Supervision Track	Price	Nov	Dec	Jan	Feb	Mar	Apr
Change Management - Handling Phases of the Transition Process	\$229	16		13			29
Coaching - Establishing a Positive Coaching Relationship	\$229				2		
Delegation Skills for Leaders - Getting Work Done through Others	\$229		29			30	
Employee Performance - Managing Difficult People	\$229			29			1
Leadership Institute	\$795	2, 9, 16					
Managerial Leadership - Leading to Vision Fulfillment	\$229		15		25		
Mentoring - Maximize the Benefits of Mentoring	\$229		21			3	
Motivation - Identifying, Planning, & Implementing	\$279	20		15			19
Project Management Fundamentals - Methodology of Managing Projects	\$229		30			1	
Personal Development Track	Price	Nov	Dec	Jan	Feb	Mar	Apr
Business Etiquette - Appropriate Behavior in the Workplace	\$229	5			12		
Effective Business Communication - Practical Writing	\$229	30		8		25	
Effective Office Communication Strategies - Workplace Interactions	\$229	23			16		
Grammar Skills - Fundamental Language Principles	\$229		9			31	
Keyboarding A to Z - Touch-type to Increase Speed and Efficiency	\$229		9			11	
Managing Upward - Guide to Upward Professional Mobility	\$229			22			8
Sales Training - A No Nonsense Approach	\$1,195	5, 12, 19 1, 8, 15					
Time Management - Handling Duties with Productive Time Use	\$229		17		9		27
Professional Presentation Track	Price	Nov	Dec	Jan	Feb	Mar	Apr
Conducting Meetings - Successfully Plan & Participate in Meetings	\$229			11		26	
Effective Presentations - Skilled Public Speaking	\$229	12		27		4	
Train the Trainer - Learning to be a Better Instructor	\$229		16		4		2
Writing Reports and Proposals - Preparing Polished Reports	\$229		4		18		21

Custom courses and corporate pricing are available. Call (800) 974-1115 for more information or visit our website at

www.panurgyvt.com

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