

## 2025 Calendar

| Date        | Subject                          | Duration             | In Person (IP) /<br>Virtual (V) |
|-------------|----------------------------------|----------------------|---------------------------------|
| 11 February | Complaint Handling               | Half Day             | IP                              |
| 12 February | Complaint Handling               | Half Day             | V                               |
| 20 February | Interview skills                 | Half Day             | V                               |
| 11 March    | Presentation Skills              | Full Day             | IP                              |
| 24 April    | Managers Essential Toolbox       | Full Day             | IP                              |
| 7 May       | Phone Etiquette                  | Half Day             | IP                              |
| 3 & 4 June  | Revenue Management               | Two Half Day modules | V                               |
| 5 June      | Revenue Management               | Full Day             | IP                              |
| 9 July      | DISC: Transforming Relationships | Half Day             | IP                              |
| 6 August    | Negotiation                      | Full Day             | IP                              |
|             |                                  |                      |                                 |



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