

Business Essentials Certificate

	Course	Dates	Premises
Sep.	Communication skills (12 Hours)	3, 5, 10, 12	Dokki
	Business Writing (12 Hours)	17, 19, 24, 26	Dokki
Oct.	Business Etiquette (8 Hours)	1, 3, 8	Dokki
	Presentation Skills (12 Hours)	10, 15, 17, 22	Dokki
	Problem Solving (6 Hours)	24, 29	Dokki
	Time Management (6 Hours)	31, / 5 Nov.	Dokki
Nov	Stress Management (6 Hours)	7, 12	Dokki
	Critical Elements of Customer Service (12 Hours)	14, 19, 21, 26	Dokki
	Team Building (12 Hours)	28, / 3, 5, 10 Dec.	Dokki
Dec.	Basic Selling Skills (16 Hours)	12, 17, 19, 24, 26	Dokki
Jan. 2019	Giving Effective Feedback (6 Hours)	2, 9	Dokki
	Creating an effective Job Portfolio (4 Hours)	14	Dokki
	Basic Digital Marketing Concepts (15 Hours)	16, 21, 23, 28, 30	Dokki

* Days in **bold** are weekends.