

For more information or to register on a course visit [www.ema.co.nz](http://www.ema.co.nz) or call 0800 800 362

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>ACCOUNTING AND FINANCE</b>												
Budgeting - A Practical Guide			15		28			20	21			
Debt Recovery - Getting the Money In			30				21					
Effective Business Accounting		15-16		14-15	3-4			11-12	27-28		15-16	
Finance for Non-Financial Staff			29-30		26-27			4-5	16-17		29-30	
Mastering the Credit Management Process			17 (PM)	28 (AM)			1 (PM)		9 (AM)	13 (PM)		
<b>CUSTOMER SERVICE</b>												
Communicating with Your Customers				12		16		9		4		
Delivering Service Excellence		23	8	19	11	17	14	6	23	21		
Improving Your Customer Service			22						9			
Managing Customer Complaints			8	29	24		14	5	1			
Managing the Customer Service Team						14				28		
<b>EMA CERTIFICATES</b>												
Accounting for Non-Financial Executives (B1)			10-12									
Business Unit Management (B1)								18-20				
Certificate in Employment Relations (B1)		24-26						11-13				
Experiential Learning Principals and Practice (B1)				14-16								
Human Resource Development (B1)				28-30				25-27				
Labour Negotiation Techniques (B1)									15-17			
New Zealand Industrial Relations Framework (B1)			10-12									
Occupational Health & Safety Management (B1)			24-26				28-30					
Organisation and Management (B1)									15-17			
<b>EMPLOYMENT LAW</b>												
Creatively Managing the Workforce*	25 (AM)	11 (PM) 19 (AM)	1 (AM) 4 (PM) 26 (PM)	16 (PM) 19 (AM)	10 (PM) 21 (PM)	4 (AM) 8 (AM) 22 (AM) 29 (PM)						
Employment Relations Act 2000 and Employment Agreements		26	5 19	9		10 21	16 22		10 17	27	5	
Employment Relations Toolkit*	25 (PM)	11 (AM) 19 (PM)	1 (PM) 4 (AM) 26 (AM)	16 (AM) 19 (PM)	10 (AM) 21 (AM)	4 (PM) 8 (PM) 22 (PM) 29 (AM)						
Guide to Minimum Employment Conditions*		9 (AM)	12 (AM) 22 (AM)	7 (AM)	3 (AM) 31 (AM)	15 (AM) 18 (AM)						
Managing Employee Leave		10 17	18		5	1 10	21		6		3 18	6
Payroll Calculations		23	16	15		9 14	9	24			2 17	
Payroll Legislation Essentials		16	22		6 20		22 28	26	22		25	1
Procedural Fairness and the Disciplinary Process		18	18	26	28	3 11		4 11	28	20	12	
Working Productively in a Unionised Workplace		10		20			2 20			7	1	
<b>EXPORT AND INTERNATIONAL TRADE - FUNDAMENTALS</b>												
Export - Alliances, Joint Ventures and Global Outsourcing		10		20			5	24				
Export - Appoint and Manage the Right Agent/Distributor					24 27					8	22	
Export - Business Planning			18-19		5-6		22-23		7-8			
Export - Cultural Awareness in Foreign Markets		25	25	21		18	2 28	25			17 29	
Export - International Tendering - Improve your 'Hit Rate'			29		27			2	16			
Export - International Trade Documentation			5 (AM) 12 (AM)		18 (AM)	28 (AM)	16 (AM)	4 (AM)		1 (AM) 20 (AM)	1 (AM)	
Export - Making the Most of Trade Shows				14 (AM) 27 (AM)	18 (PM)		12 (AM)		27 (AM) 13 (AM)	20 (PM)	12 (AM)	
Export - Managing the Risk within International Projects				9		24			1	21		
Export - Marketing Inside Another Culture					24-25				21-22	28-29		7-8
Export - Professional Business Correspondence						10-11		26-27			23-24	1-2
Export Processes - Getting Ready		19	1		26	10 14		12			10 19	
Export Processes - Market Entry Strategy Planning			15	26		4	20 21		2	14	25	
<b>EXPORT - CERTIFICATE OF INTERNATIONAL TRADE</b>												
Global Business Environment - what's in it for my business?		9	9									
International Trade Research			8	7								
International Marketing - what works best				13	13							
International Trade Logistics					12	9						
<b>EXPORT - DIPLOMA OF INTERNATIONAL TRADE</b>												
To Market, To Market - International Market Entry Strategies							14	11				
The Paper it's Written on - Legal Aspects of International Trade								17	14			
International Trade Management									13	13		

	AUCKLAND		MANUKAU		TAURANGA
	HAMILTON		ROTORUA		WHANGAREI

\* This Government approved course is subsidised.

Dates correct at time of print and are subject to change - refer to [www.ema.co.nz](http://www.ema.co.nz) for up to date course details.

FIRST LINE MANAGEMENT	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
First Line Management - An Introduction		15-16			24-25			9-10				
Motivating Individuals and Teams			18				15				4	
Supervision - An Introduction	21	19 24	2 16	23 26	10 19	22 24	7 15	5 19	8 15	15 18	11 23	9
Supervision Essentials 1: Foundations for Effective Supervision			3-5		17-19			16-18			3-5	
Supervision Essentials 2: Monitoring and Managing Team Performance				12-13		28-29			1-2		8-9	
Supervision Essentials 3: Leading Teams through Change				14		30			3		10	
Team Leader Toolbox 1: Facilitating your Team		4 16	31	19	13 25	17	5	4 10	21	6		6
Team Leader Toolbox 2: Getting the Work Done		24	9	27 30		25	1	16 30	29	18	4	8
Team Leader Toolbox 3: Increasing Team Productivity		17		13 27	11	24	29	13	2	6 19		1 2
Team Leader Top-Up!		25			20	2				27	8	
HUMAN RESOURCES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Effective Employee Recruitment			8-9 29-30			3-4	20-21	30-31			24-25	
Effective Induction				16			27	23				
Focusing on Employee Performance Management		8-9			11-12 18-19				20-21		29-30	7-8
Human Resource Management - An Introduction			1-3 23-25				5-7		6-8		22-24	
Interviewing Skills			16-17		4-5		6-7		14-15		16-17	
Managing the Employment Relationship					10			20				
Workplace Training Essentials 1: Train the Trainer			8-10		24-26		26-28		15-17		22-24	
Workplace Training Essentials 2: Workplace Assessing				19-20		22-23		23-24		11-12		2-3
LEADERSHIP	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A Practical Path to Creativity					14				7			
Effective Strategy Implementation					17					5		
Leadership - An Introduction				20			20			12		
Leadership - People Skills			9-10			1-2			7-8			
Leading Virtual Teams					4-5					7-8		
Personal Effectiveness and Leadership Development			23					31				
Self-Leadership					3-5				27-29			
Strategy Formulation			31		21		6		3			
MANAGEMENT	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Better Business Systems		16			5	9			2	19		
Developing Productive Workplace Relationships		15	29	22		16 28		31	13	27		9 1
Developing the Performance of Teams and Individuals			30-31			30 <sup>AN</sup> -1 <sup>JUL</sup>			28-29			
Essential Performance Measures			15			1		9		14		
How to Maximise Your Profit		24		28			1		9			
Increasing Business Efficiency					11		21				5 22	
Management - An Introduction			15-17	21-23			14-16		20-22	5-7		
Negotiation - An Introduction				12-13	10-11		27-28			19-20	8-9	
Performance in the Boardroom					12-14	17			20-22		2	
Recognition = Retention			24					6				
Workplace Coaching and Mentoring		12		30		2	8		8	15	15	
MANUFACTURING SKILLS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Inventory Management		8	10		10		19 29			4		
Lean Manufacturing			11		24	2			16 23		26	
Project Management		16	17		28		22 26				3	
Quality Management and Internal Audits				26-27				2-3				
Supply Chain Management		12			7 31			3		7	19	
NATIONAL CERTIFICATES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
National Certificate in Adult Education and Training Level 4 (B1)			29-31					9-11				
National Certificate in Adult Education and Training Level 5						28-30					8-10	
National Certificate in Business (First Line Management) Level 3 (B1)		15-16			24-25			9-10				
National Certificate in Business (First Line Management) Level 4 (B1)			22-23					16-17				
National Certificate in Occupational Health and Safety Level 3 (B1)		25-26						5-6				
National Certificate in Occupational Health and Safety Level 4 (B1)			18-19					26-27				

	AUCKLAND		MANUKAU		TAURANGA
	HAMILTON		ROTORUA		WHANGAREI

Dates correct at time of print and are subject to change - refer to [www.ema.co.nz](http://www.ema.co.nz) for up to date course details.

HEALTH AND SAFETY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Accident/Incident Investigation		8	11	21	3	2	29	18	14	4		
Engaging Contractors - From an OSH Perspective			19		31	1	2		24	18		
Health and Safety Representative Training Stage 1 (Workplace)	25-26	11-12 25-26	9-10 23-24	19-20	17-18 19-20 24-25	15-16 22-23	8-9 8-9 15-16	12-13 24-25 30-31	6-7 8-9	7-8 19-20	1-2 16-17	1-2 13-14
Health and Safety Representative Training Stage 1 (Manufacturing)		22-23	17-18	8-9		24-25 29-30	19-20	16-17 9-10		21-22 18-19		
Health and Safety Representative Training Stage 2 (Workplace)			4-5 2-3	13-14 14-15	6-7		12-13 26-27 27-28	2-3	20-21	11-12	18-19	6-7
Health and Safety Representative Training Stage 2 (Manufacturing)		18-19		22-23	3-4 25-26	3-4 10-11		19-20	29-30		29-30	
Health and Safety Representative Training Stage 3			1-2	29-30	10-11	17-18 15-16	22-23		13-14 27-28	21-22	4-5 29-30	9-10
Residential Care Health and Safety Training		11 (AM) 16 (AM)	2 (AM)	22 (AM)		24 (AM) 22 (PM)	15 (AM)	18 (AM) 26 (AM)		20 (AM) 21 (AM) 20 (AM)		
Implementing and Running Effective Safety Committees			12		7	21			2	13	1	
Legislative Requirements - HASE Act 1992		24	30	23		3 23			1		3 24	
Living with Shiftwork			17				6					
Practical Hazard Identification and Control		22		7	4	17	13 26			8	15	
Preparing for your ACC Audit					20-21				27-28			
Safety Techniques for the First Line Manager			29		27	25			10	28		
PERSONAL DEVELOPMENT	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Anger Management				21						14		
Assertiveness Skills Training			11		6	3			9		23	
Business and Report Writing			4		14		8		16		18	
Communicate, Influence, Adapt using the Tetramap of Behaviour				12			25					
Conflict Resolution			2-3		12-13		13-14				2-3 10-11	
Mental Resilience - Building Mental Strength				29					30			
Presentation Skills - Getting Your Message Across			23			21		10		19		
Stress Management - Effective Techniques		18 23		9		15 30		25 30			1	1
The Competent PA				7			7	3		28		
Time Management: Personal Effectiveness		3 22		8 21		14 29		26 31		20	2	2
SALES AND MARKETING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Consultative Selling		16	16	14	18	15	13	10	14	14	11	
Key Account Management		17-18		20-21		22-23		17-18		19-20		
Marketing - An Introduction		17				1	30					
Sales Dynamics		11	9	7	12	9	7	4	8	6	5	
Sales Mindset and Motivation		10	8	6	13	8	8	3	10	5	4	
Sales Prospecting in Challenging Times				8		14		18				
Telephone Sales Skills			22						24			
The Ultimate Sales Professional (10 days of training - 1 day a month)			9	8	13	10	6	12	6	11	9	7

	AUCKLAND		MANUKAU		TAURANGA
	HAMILTON		ROTORUA		WHANGAREI
					TAUPO

Dates correct at time of print and are subject to change - refer to [www.ema.co.nz](http://www.ema.co.nz) for up to date course details.