

“At-A-Glance” Schedule – 2010

WINTER

January	February	March
<p>The Brand Within – Leadership Training</p>	<p>CDM Customer Service</p> <p>Coaching for Performance</p> <p>Introduction to the Principles of CDM</p>	<p>Customer Service 1</p> <p>Leadership Phase 1</p> <p>CDM Programming</p> <p>Marketing CDM Programs</p>

SPRING

April	May	June
<p>Supervision for the Technical Trades</p> <p>CDM Customer Service</p> <p>Leading Through Change</p> <p>Monitoring, Tracking & Evaluating CDM</p> <p>The Brand Within – Leadership Training</p> <p>Introduction to the Principles of CDM</p> <p>CDM Economics</p>	<p>Accounting Essentials</p> <p>Presentation/Media Skills</p> <p>CDM Economics</p> <p>Customer Service 3</p> <p>Introduction to the OEB</p> <p>Platinum Negotiations</p>	<p>Customer Service 2</p> <p>CDM Programming</p> <p>Leadership Phase 2</p> <p>Monitoring, Tracking & Evaluating CDM</p> <p>Marketing CDM Programs</p>

FALL

September	October	November
<p>Supervision for the Technical Trades</p> <p>CDM Customer Service</p> <p>Leadership Phase 3</p> <p>The Brand Within – Leadership Training</p> <p>Introduction to the OEB</p> <p>Introduction to the Principles of CDM</p>	<p>Presentation\Media Skills</p> <p>CDM Programming</p> <p>Effective Collections</p> <p>Marketing CDM Programs</p> <p>Accounting Essentials</p>	<p>CDM Economics</p> <p>Leadership Phase 4</p> <p>Monitoring, Tracking & Evaluating CDM</p> <p>Accessibility Legislation</p> <p>Introduction to the OEB</p>

