

Assertiveness Skills

What do I need?

The desire to communicate by being direct, honest and respectful while interacting with others.

How long is the course?

1 Day

Who should attend?

Those who wish to become more assertive, thereby reducing conflict, failure, stress and dissatisfaction.

Lesson 1: How to develop positive assertiveness

Three basic behaviour styles
Changing these behaviours

Lesson 2: Ensuring successful change

Successful change using the correct tools
Positive change

Lesson 3: Emotions of assertiveness

The emotions
Choices
Talking about feelings

Lesson 4: Changing your behaviour

Choosing your words
Body language
Warning signs

Lesson 5: Expanding assertiveness

Assertive styles
Identifying styles in communication
Sending assertive messages

Lesson 6: Assertiveness

Lesson 7: Assertive confrontation

Defining the problem
Tools for successful confrontation
Active listening
Present and future goal setting
Acknowledging success

Business & Telephone Etiquette

Who should attend?

All frontline staff, as well as people that are new to the world of business should attend this one day workshop. It will address general attitude, motivate staff and improve all of their skills in their line of duty.

How long is the course?

1 Day

Outcomes include:

Professional telephone skills, improved communication skills and customer service tips. Role play to instill confidence and increase understanding of all skills taught.

Lesson 1: **Focusing on your role in business**

- Identify your role
- Office etiquette when dealing with people
- Meeting your customers' needs in all aspects of business
- Creating a positive first impression – office dress code
- Creating a positive lasting impression – make things count

Lesson 2: **Customer service – be the best that you can be!**

- Overview of best practices for excellent customer service
- Business etiquette and your customer
- Don't make promises you cannot keep

Lesson 3: **Communication in business**

- The importance of communication and how it affects business
- What are the best communication methods and when
- Listening skills
- Body language
- Telephonic greeting
- Processing incoming and outgoing telephone calls
- Telephone rules
- A positive attitude and the telephone
- Role play
- Professional written communication (e-mails)

Lesson 4: **Correct business etiquette when dealing with difficult situations**

- Handling complaints in a professional manner
- Coping with difficult customers and colleagues

Business Writing Skills

Who should attend?

All persons working in administration, in commercial and non-commercial organisations and who are responsible for presenting written information in a professional format i.e. e-mails, letters, reports and minutes.

How long is the course?

One Day

Outcomes include:

Produce more effective and professional written documents. Vary wording, improve on spelling and punctuation to ensure polished documents. Structure, write and proofread documents correctly.

Lesson 1:**Writing in business**

Review the basics of business writing
Eliminating unnecessary words
Using short, specific sentences
Remaining positive in tone
Keeping terms consistent
Creating the correct perspective Conjunctions
Prepositions

Lesson 2:**Punctuation**

Punctuation update

Lesson 3:**Business reports**

Developing ideas
Preparing to write your report
Organising your information
Editing and proofreading
Completing your report
Conclusions and recommendations
The reason for a front page

Lesson 4:**Business letters**

Modern business writing
Headings and labels
Attachable documents
Creating a draft for a business letter
Editing a Business Letter
Effective e-mails
Proofreading and responding to an e-mail
Proofreading tips
Numbers in writing
Testing word usage
Writing an effective documents summary

Business Writing Skills

Who should attend?

All persons working in administration, in commercial and non-commercial organisations and who are responsible for presenting written information in a professional format i.e. e-mails, letters, reports and minutes.

How long is the course?

Day one (Business Writing Skills only)

Day one and two (Business Writing Skills and Minute Taking)

Outcomes include:

Produce more effective and professional written documents. Vary wording, improve on spelling and punctuation to ensure polished documents. Structure, write and proofread documents correctly.

Day 1

Lesson 1: Produce an effective written response

Identify specific texts required in the workplace

Plan and prepare a written response

Apply appropriate language structures and terminology

Lesson 2: Identify and analyse information used for writing

Identify the audience

Collect and analyse information

Acknowledge sources in a workplace response

Ensure focus

Use a checklist

Lesson 3: Compose text using plain language for a specific function

Select appropriate format and structure

Apply language structures and features

Compose a workplace response

Respond in writing

Lesson 4: Present a written text for a specific function

What is a report?

Create a draft of written text

Evaluate the document

Presentation methods

Editing own writing

Day 2

Lesson 1: Communication

The challenge of communication

Communication used for a meeting

Differences in business communication

Lesson 2: Business language used for meetings

Correct use of modern English

Lesson 3: Meetings

Different types of meetings

Importance of meetings

Cycle of a meeting

Guidelines to prepare for a meeting

How to set up an agenda

Layout and style of agenda

Meeting preparation

Lesson 4: Minutes of a meeting

Aspects of taking good minutes

Note taking

Transcribing minutes

Setting out of minutes

Editing your minutes

Conflict Management

What do I need?

The desire to understand and implement strategies that will help to manage conflict effectively.

How long is the course?

1 Day

Who should attend?

Any business professional who encounters conflict in the workplace.

Upon successful completion of this course, students will be able to:

Develop skills to assess a conflict situation and monitor your reaction to the conflict.

Utilise effective communication techniques to manage conflict in a proactive manner.

Resolve conflict through identifying its source, determining and implementing the best solution.

Lesson 1: Recognising conflict

- Identify your personal reaction to conflict
- Develop a healthy attitude toward conflict
- Assess the situation
- Avoid conflict escalation

Lesson 2: Responding to conflict

- Actively listen
- Communicate effectively
- Respond to negative tactics

Lesson 3: Resolving conflict

- Identify the source of the conflict
- Determine the best solution
- Implement the solution

Customer Service

Who should attend?

All staff that need to improve on their existing customer service skills and develop new skills. This workshop will address general attitude in the workplace, motivate staff and instill confidence in their professional abilities. It will help them to achieve service excellence and enhance the impression your customer has of your organisation.

Ideal for Sales, Procurement, Stores and Accounts departments.

How long is the course?

1 Day

Outcomes include:

Build relationships with colleagues and customers. Improve communication skills on all levels. Learn skills to overcome great service obstacles.

Lesson 1: Human interaction

Become a “people person”
What good customer care means
Different types of customers
Learn who your customers are
Secrets of success in business
Important qualities in service

Lesson 2: Communication skills in customer service

Telephone skills
E-mail etiquette
Different forms of communication
Advantages & disadvantages of different types of communication
Communicating bad news to customers

Lesson 3: Service standards

Defining and implementing service standards
Encourage customer feedback
Loyalty in customers
Relationships and customers

Lesson 4: Customer management

Dissatisfied customers: managing, preventing and handling
Techniques and communication skills used in problem situations
How to handle customer complaints
Why we should encourage complaints

Lesson 5: Stress in service situations

Dealing with your emotions
Sociable behaviour

Emotional Intelligence

How long is the course?

1 day

Who should attend?

Individuals wanting to improve the quality of their interactions with others, and wanting to increase their own productivity by managing themselves better.

Benefits:

During this workshop, you will assess your current emotional intelligence capabilities, determine your strengths, and identify areas for improvement. You will examine how emotions affect behaviour and how those behaviours impact your relationships with others. You will also develop strategies for managing the emotional energy in yourself and others.

You will gain knowledge and understanding of:

Lesson 1: Intrapersonal skills

Self-awareness

Emotional self-awareness
Accurate self-assessment

Self-management

Choice optimism
Self-control

Self-motivation

Power of self-talk
State of flow
Apathy

Lesson 2: Interpersonal skills

Empathy

Physiology matching emotions
Empathy techniques

Social awareness

Group interactions
Failed relationships
Effective listening

Relationship management

Six human needs
Build great relationships

Finance for non-financial managers

What do I need?

The desire to understand the basics of finance and how a business works.

How long is the course?

2 Days

Who should attend?

Anyone who wishes to understand how finance works.

Lesson 1: The basics of accounting

What is an accountant?
What is accounting?
Key functions of accounting
Accounting documents
Accounting system
Accounting terms

Lesson 2: The income statement

Interpreting the income statement

Lesson 3: The balance sheet

The balance sheet formula
Working capital
Current ratio
Debt to total assets ratio

Lesson 4: The cash flow statement

Cash flow
How cash flow differs from revenue
The difference between cash flow and profit
Statements of stockholders' equity

Lesson 5: Budgets

Forecasting and creating budgets
A Budget
A Forecast
Planning a budget
Planning a forecast
Analysing financial statements to budget accurately
Ratios
Common budgeting problems

Lesson 6: Business Ethics

Making ethical business decisions
Law vs business ethics

Grammar Essentials

What do I need?

A Desire to write effective, grammatically correct documents.

How long is the course? 1 Day

Who should attend?

This course is designed for individuals who wish to improve their grammar usage for written communications.

Identifying nouns, pronouns and verbs

Types and uses of nouns types and uses of pronouns

Types and uses of verb and verb tenses

Identifying adjectives and adverbs

Descriptive and limiting adjectives

Using adverbs to modify

Identifying prepositions, conjunctions and interjections

Types of repositions

Using conjunctions

Interjections and formal writing

Identifying rules

Monitor sentences and the structure

Monitor modifiers

Avoid common errors

Identifying correct punctuations

Using parentheses correctly

The correct use of commas, semicolons and inverted commas

Use numbers, symbols and capitalisation correctly

Identifying sentence fragments, run-ons and comma splices

Troubleshoot sentence fragments

Troubleshoot run-ons and comma splices

Improving word choices

Identify commonly misused words

Identify synonyms, antonyms and homonyms

Building effective sentences Identify your goal and achieve it

Consider your audience

Consider the context

Editing effectively

Use the correct spelling

Know what to look for Achieve clarity

Avoid hypercorrections

Hypercorrections Achieve simplicity

Leadership Skills

How long is the course?

1 Day

Who should attend?

Managers, team leaders, supervisors, and employees in a leadership role.

Benefits:

During this workshop you will identify and acquire the skills needed to achieve the company's vision. In gaining practical leadership skills, you will have the ability to motivate, coach, communicate with and empower your team to become more effective in their roles and, as a result, you become more effective in yours.

On completion of this workshop you will achieve the following objectives:

- What is the meaning of Leadership?
- Building an effective team.
- Leading different types of teams.
- Align your strategy for business results.
- Stephen Covey's seven habits.
- Ten things to do today to become a better leader.
- Leader's questionnaire – walk the talk.

Minute Taking

What do I need?

The desire to produce professional, accurate minutes.

How long is the course?

½ Day (8h30 – 12h30)

Who should attend?

Professionals who wish to improve their minute taking skills, written communication, and who need to understand the process of meetings.

Lesson 1:

Communication

Business communication
Frequently misused business words

Lesson 2:

Meetings

Different types
Planning a meeting
Meeting procedures
Meeting terminology
Decision making

Lesson 3:

Minutes

3 aspects to taking good minutes
Note-taking
Meeting minute guidelines
The 5 do's and don'ts

Presentation Skills

What do I need?

The desire to plan, prepare and deliver powerful presentations.

How long is the course?

1 Day

Who should attend?

Delegates who wish to develop professional presentations, and present to a group with confidence and impact.

Lesson 1: Define the objective of your presentation

Lesson 2: Presentation guidelines

Message preparation

- Structure & substance
- Brainstorming
- Organisational methods
- Communicating with graphics – static & dynamic information

Audience

- Know your audience
- Adapt your message delivery
- Communication styles & strategies
- Attention-getting techniques
- Using your voice
- Time constraints

Question & answer session setting

- Know your venue
- Know your equipment

Lesson 3: Glossophobia

Getting over stage fright

Lesson 4: Technology & visual aids

Pros & cons

Getting the best out of them

Presenting with PowerPoint

What do I need?

The desire to plan, prepare and deliver powerful presentations.

How long is the course?

2 Days

Who should attend?

Learners who wish to develop professional presentations in PowerPoint, and present them to a group with confidence and impact.

Lesson 1: Define the objective of your presentation

Lesson 2: Presentation Guidelines

Message preparation

- Structure & substance
- Brainstorming
- Organisational methods
- Communicating with graphics – static & dynamic Information Audience
- Know your audience
- Adapt your message delivery
- Communication styles & strategies
- Attention-getting techniques
- Using your voice
- Time constraints
- Question & answer session setting
- Know your venue
- Know your equipment

Lesson 3: Glossophobia

Getting over stage fright

Lesson 4: Technology & visual aids

Pros & cons

Getting the best out of them

Lesson 5: Microsoft PowerPoint

Slide layout and design

Font, bullets and graphics

Animations and other movement in PowerPoint

Using templates and masters

Creating custom shows

Navigating and linking within PowerPoint

PowerPoint on the go

Effective handouts and notes

PowerPoint delivery tools

Problem Solving Skills

What do I need?

The desire to investigate strategies to help you clearly define problems, determine and present a solution.

How long is the course?

1 Days

Who should attend?

Business professionals who would like to learn effective group problem solving techniques.

Upon successful completion of this course, students will be able to:

Describe strategies for solving problems logically.

Examine strategies for defining the true issue of a problem. Identify strategies for solving problems methodically.

Examine business strategies for acquiring decision acceptance when problem solving.

Lesson 1:

Starting to solve problems

The problem solving process
The nature of groups
Tools for problem solving
Problem solving approaches

Lesson 2:

Identifying the problem

Determine the problem
Investigate the problem

Lesson 3:

Determining the solution

Analyse problems creatively
Consider alternate solutions
Choose the best solution

Lesson 4:

Accepting a Decision

Sell your solution
Implement decisions

Stress Management

Who should attend?

People who want to regain control of their lives, people who want to feel positive about their work and personal responsibilities again, and people who want to learn techniques to manage their personal stress.

How long is the course?

1 Day

Outcomes include:

Defining common stress factors in all aspects of life. Enabling the learner to recognise and address the different responses as well as our coping mechanisms towards stressful situations. To address the emotional and physical symptoms caused by stress. To develop a stress management programme that will help you to overcome stress obstacles.

Lesson 1: What is stress?

- Types of stress
- Most common life stressors
- The top ten stressors

Lesson 2: Stress response

- Fight or flight stress conditioning
- Perception and paradigm stress resilience

Lesson 3: Coping mechanisms

- Adaptive coping mechanisms
- Avoidance coping mechanisms
- Cognitive coping mechanisms
- The caffeine trap

Lesson 4: Emotional and physical symptoms of stress

- Stress and disease

Lesson 5: Positive stress

- Recognising and harnessing positive stress

Lesson 6: Develop your stress management programme

- The five daily stress beaters
- Best practice to beat stress
- Simple solutions for everyday stressful niggles
- Feel better in ten minutes
- De-stress at work
- Anger management techniques
- Ten steps to personal happiness

Time Management

Who should attend?

Learners who wish to regain control of their lives, and who want to learn techniques for making their personal and business life more productive.

How long is the course?

1 Day

Course Objectives:

Analyse your current use of time.
Become aware of time under your control.
Make the most effective use of time.
Assemble time management tools to take control of your time.
Create an action plan for Time Management.

Lesson 1: The principles of Time Management

What controls your time?
Tests of time
How to create a time log
Necessity, appropriateness and efficiency test
Benefits of time utilisation
Know your prime time
Daily energy cycle
Momentum and burnout
Setting task priorities
Take control of your time usage

Lesson 2: Techniques for Time Management

Goal setting and planning
Common time wasters
Internal time wasters
Needs profile analysis
External time wasters

Lesson 3: Innovations for Time Management

How to use modern technology to your advantage

Lesson 4: Travelers' tips for time saving

Some practical ideas for people on the move

Lesson 5: Practical advice and tips

Apply what you've learned
Analysing time
Action plans
Documents to get you started