

## Half-Day Soft Skills Workshops

Topic	Description	Programme	Who Should Attend
<b>Assertiveness Skills Training</b>	When we fail to get our viewpoints, suggestions or ideas across, we walk away feeling like we have lost. We are letting down ourselves as well as others who can benefit from our contribution. This programme will teach you ways to be more assertive thereby developing a win-win approach to your communication style and adding value to operational improvement.	<ul style="list-style-type: none"> <li>Understanding situational transactions</li> <li>Understanding workstyles from nature and nurture</li> <li>Assertive techniques for various situations</li> <li>Practicing assertive vocabulary</li> </ul>	Identified staff members
<b>Business Proposal Writing Skills Training</b>	Excellent Proposal Writing Skills are essential in order to successfully pitch an idea to investors or to request funding. Future projects depend on your proposal document and you have only one chance to get it right. This practical programme will equip you with skills to organise content, improve formatting, and select appropriate words. This workshop is interactive and worksheets, checklists and templates will be provided to delegates.	<ul style="list-style-type: none"> <li>Understanding the business proposal audience and purpose</li> <li>Proposal structure and organization</li> <li>The art of persuasion and developing a value proposition</li> <li>Refining the proposal with vocabulary and formatting</li> </ul>	Any staff member who writes Business Proposals
<b>Change Management Skills Training</b>	Change management is an important process for organisations to achieve sustainable results. Attendees of this programme will learn the competencies of an effective change agent and critical success factors for organisational change. Delegates will gain the methodologies and tools for effective change management. This includes a practical model and how to overcome resistance to change.	<ul style="list-style-type: none"> <li>Setting up the Critical Success Factors of organisational change</li> <li>How and when to weaken or strengthen Driving Forces and Restraining Forces of change</li> <li>Understanding and managing Change Agent and Changee workstyles</li> <li>Merging organizational / departmental climates and cultures</li> </ul>	Supervisors, Training and Development Officers, Shop Stewards, Organisational Transformation Consultants, Change Agents, Human Resource Practitioners, Project Managers
<b>Customer Service Skills Training</b>	Customers often judge the entire organisation on their assessment of the service they receive. A good reputation is important for attracting future customers and investors. Competitors may match your prices or products, but an outstanding customer service ethic could become your differentiation factor. This programme will empower delegates with the skills towards giving your organisation a competitive edge through superior customer service.	<ul style="list-style-type: none"> <li>Who is your customer?</li> <li>Moments of truth!</li> <li>Dealing with unsatisfied customers</li> <li>Measuring customer satisfaction</li> </ul>	All staff who have internal or external customers
<b>Delegation Skills Training</b>	Effective delegation is essential to increase productivity and fully utilise human resources. Lack of delegation is a top time-waster and time is money. The good news is that right mix of letting go and control is a skill that can be learned. This programme will equip delegates with the approach and implementation steps towards achieving effective delegation.	<ul style="list-style-type: none"> <li>Accountability vs responsibility</li> <li>Delegation and participation styles</li> <li>Overcoming obstacles to delegation</li> <li>Getting the right balance between over and under delegation</li> </ul>	All managers and staff with authority and team members

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<b>Event Project Management Skills Training</b>	Your brand is on the line whether it is a trade show, conference, exhibition, product launch, outing, celebration, social, festival, sports or cultural event. Every 'T' must be crossed and every 'I' must be dotted in order to close the gap between expectations and perceptions. This programme will provide practical steps, tools and techniques to run an event with quality results.	<ul style="list-style-type: none"> <li>• Pre-event tasks and tools including contingency plans</li> <li>• Organising people according to their strengths</li> <li>• Measuring project outcomes</li> <li>• Conducting post-event debriefing</li> </ul>	All managers and team members tasked with organising and running Events
<b>Generational Diversity Skills Training</b>	We currently have 4 Generations active in the workplace from Baby Boomers to Generations X, Y and Z. Each generation has different, and sometimes conflicting, attitudes, values, ideas and approaches to work. The purpose of this training programme is to create awareness, foster understanding, improve communication and shift paradigms so that our differences can become strengths rather than frustrating obstacles to workflow. Delegates will gain practical value which they can immediately implement for a more productive workplace.	<ul style="list-style-type: none"> <li>• Understanding diverse behavioural patterns and styles</li> <li>• Overcoming communication barriers</li> <li>• Defining and unpacking 'professionalism' and 'good work ethic'</li> <li>• Measuring work performance and work results</li> </ul>	Identified staff
<b>Innovation Development Training</b>	The fruits of an innovative culture include revolutionary patents, improved service delivery, solutions-driven designs, and smarter ways of doing everyday tasks. These improve revenues. Even creative people experience blocks. This programme equips you with techniques to make innovation the norm and to maintain high levels of creativity.	<ul style="list-style-type: none"> <li>• Understanding organizational culture and the conditions for innovation</li> <li>• Adopt practical unblocking and breakthrough techniques</li> <li>• Handle stinking thinking and creativity crushers</li> <li>• How to assess and capitalise on trends</li> </ul>	Business Leaders, Managers, Marketers, Business Development Officers, Designers, Architects, Engineers, Developers
<b>Interpersonal Competency Training</b>	Effective communication is at the heart of all our professional and personal relationships. This programme will provide an understanding of communication styles and preferences of ourselves, our colleagues and our clients. You will learn why we sometimes miscommunicate, misunderstand, and push the wrong buttons. You will gain practical techniques to communicate more effectively and assertively.	<ul style="list-style-type: none"> <li>• The Art of Persuasion</li> <li>• Workstyles and Communication Styles</li> <li>• Understanding barriers to effective communication using the Johari Window</li> <li>• Transactional Analysis in practice</li> </ul>	Managers, Supervisors, Team Leaders and Team Members, Sales Consultants
<b>Key Performance Indicator (KPI) Development and Measurement Training</b>	An organization or project without clear and communicated goals, plans and measurements, is like sailing without a rudder. You will move but be buffeted by the winds haphazardly to and fro. This programme will provide you with the skills and measurement tools to reach your destination via the quickest route and with all passengers aboard.	<ul style="list-style-type: none"> <li>• Striping the organization to its core</li> <li>• Drafting KPIs and tracking tools</li> <li>• Communicating strategic and operational goals</li> <li>• Conducting performance meetings</li> </ul>	Managers, Supervisors, Team Leaders and identified staff

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<b>Leadership Skills Training</b>	Never has this world begged for better leaders than at this time. The complex facets of the Dark side and the Right side of leadership are examined. Leadership myths are exposed. Leadership is more of an art than a science and this programme provides insight to the values and behaviours which will make you a great leader.	<ul style="list-style-type: none"> <li>• How to commit Organomythicide (kill organizational myths)</li> <li>• Leadership styles and perception of styles</li> <li>• How a leader can disconnect or connect the dots</li> <li>• How to make your legacy more deliberate</li> </ul>	Executives and leaders identified in succession planning
<b>Management Skills Training</b>	The role of a manager is challenging because the greater part of the job is dealing with people and our human resources cannot be controlled like other resources. This workshop does not involve copious management theories but cuts to the chase by providing practical to-the-point tried and tested universal truths about organizational communities of people.	<ul style="list-style-type: none"> <li>• Defining the scope of a manager and the degree of hands-on work</li> <li>• Getting superior results from subordinates</li> <li>• Understanding how workstyles impact the relationship between managers and subordinates</li> <li>• Dealing with nonperformance</li> </ul>	Top, middle and junior managers
<b>Marketing and Branding Skills Training</b>	Your products and services are competing in a sea of competition. Marketing remains on the National scarce skills list because it gets muddled up with sales and there are constant industry changes. As your organisation grows and your brand evolves, your brand can become watered down. This programme will equip marketing staff with skills to woo and wow your customers.	<ul style="list-style-type: none"> <li>• Let's go fishing</li> <li>• Reaching a whole-brained world</li> <li>• Developing value propositions</li> <li>• Managing the look and feel of absolutely everything</li> </ul>	Staff responsible for marketing and branding
<b>Meeting Minute-Taking Skills Training</b>	Business meetings lose effectiveness when they are not well planned and recorded. This workshop will equip you with tips and techniques for productive and meaningful minute-taking.	<ul style="list-style-type: none"> <li>• Pre-meeting preparations and understanding the purpose of meetings</li> <li>• Clarifying workstyles of the audience</li> <li>• Listening and note-taking skills</li> <li>• Tips for preparing the minutes for distribution</li> </ul>	All staff who plan and take meeting minutes
<b>Meeting Chairing Skills Training</b>	Unfortunately meetings feature consistently in the list of top time-wasters. Meetings are essential to further an organisation's operations but become meaningless when they are not effectively run. This workshop will equip you with tips and techniques for productive, focused and meaningful meetings.	<ul style="list-style-type: none"> <li>• Preparing according to the purpose of the meeting</li> <li>• Understanding your team and meeting attendees</li> <li>• Chairmanship and speaking roles in meetings</li> <li>• Tips to deal with disruptions and stay on track</li> </ul>	All staff who chair meetings
<b>Mentorship Skills Training</b>	Staff in new positions, interns and new staff members need mentors. Assigned mentors know the job but may be new to the mentorship role. If increased productivity, decreased mistakes and staff retention are the desirable results, then mentorship training is essential and this programme will provide the skills.	<ul style="list-style-type: none"> <li>• Managing Mentor and Mentee agreements, logs and evaluations</li> <li>• Roles and responsibilities of the Mentor and Mentee</li> <li>• Mentorship and communication styles</li> <li>• Building a constructive relationship and dealing with poor performance</li> </ul>	Mangers, supervisors and staff identified as Mentors

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<b>Motivating Performance Training</b>	Performance is defined as 'functional effectiveness'. Nonperformance is defined as 'dysfunctional ineffectiveness'. Learn techniques to sustain our own motivation and level out the Pareto principle of 80/20 so that the entire team is motivated to accomplish tasks and projects according to schedule.	<ul style="list-style-type: none"> <li>Understand demotivation and nonperformance; and what motivates both the couch potato and the workaholic</li> <li>How to level out 80/20 ratios of the Pareto Principle</li> <li>How to increase performance levels</li> <li>Sustain your own motivation and dealing with nonperformance</li> </ul>	All business leaders and managers who want peak performance from each and every team member
<b>Negotiation and Conflict Management Training</b>	The only way to avoid conflict is to never say or do anything. This programme will provide you with several methods to deal with conflict including how to manage serious conflict that has escalated. These skills will empower you to replace anger, frustration, anxiety and mistrust with a win-win resolution which leads to increased productivity.	<ul style="list-style-type: none"> <li>Techniques towards anger management and conflict resolution</li> <li>Negotiation and temperament styles</li> <li>Collaborative negotiation and assertiveness</li> <li>When collaboration collapses</li> </ul>	Top, middle and junior managers, and identified staff members
<b>Presentation Skills Training</b>	Presenting in front of colleagues, clients and various stakeholders can be daunting. Practice does not always make it perfect because we unknowingly repeat the same mistakes. Learn how to present with confidence and impact.	<ul style="list-style-type: none"> <li>Tips for prepared and unprepared presentations</li> <li>Structuring a presentation</li> <li>Adding visual aids</li> <li>How to be perceived as professional, poised and polished</li> </ul>	All personnel who have to convey information or ideas to others
<b>Problem Solving and Decision-Making Skills Training</b>	Problems can be opportunities or threats and if misinterpreted could lead to downtime and disaster. In the same way, autocratic dictatorial leaders have lead organisations to breaking point. It is worth the time to learn and internalise steps to take when problems arise and decisions are demanded. This workshop is both practical and interactive so that delegates will be empowered to implement steps confidently and swiftly.	<ul style="list-style-type: none"> <li>Pitfalls of problem solving and decision-making</li> <li>Problem Solving and Decision-Making approaches and styles</li> <li>Steps towards solutions-driven decisions</li> <li>Reaching a true consensus</li> </ul>	Managers, Supervisors, Team Leaders and identified staff
<b>Receptionist Professionalism Training</b>	Your organisation's first impression will never be forgotten. This programme will assist receptionists to build rapport with visitors and callers. Receptionist should look and be calm and we cover techniques to self-manage and stay organised. Delegates will know how to interact with all stakeholders professionally and politely, even in difficult situations.	<ul style="list-style-type: none"> <li>Self-management and organising tips and tools</li> <li>Understanding communication and customer styles</li> <li>Screening calls and message-taking</li> <li>Dealing with difficult or unsatisfied customers</li> </ul>	Receptionists and all staff who have internal or external customers
<b>Sales Skills Training</b>	The sales force is your frontline and make or break relationships and ultimately bring in the revenue! This interactive programme will provide many tips and tools for both new and experienced sales team members to escalate success.	<ul style="list-style-type: none"> <li>Communication and Selling Styles</li> <li>Attitude and maintaining a winning attitude</li> <li>Skills – From opening to Closing the Sale</li> <li>Habits – How to generate and manage qualified leads</li> </ul>	Sales Team Managers and Supervisors, Sales Consultants

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<b>School Leadership and Disciplinary Staff Enrichment Programme</b>	Attendees of this programme will learn techniques to positively influence 'at-risk' learners and ways to improve discipline. This programme, designed and facilitated by a former school principal, is compliant with South African School legislation. Delegates will gain the Conflict Resolution, Persuasion, Motivation and Inspiration techniques to facilitate improved behavioural and academic performance.	<ul style="list-style-type: none"> <li>Understanding your Workstyle as a leader and disciplinarian</li> <li>How to persuade, motivate and inspire</li> <li>How to deal with low performers</li> <li>How to dissolve and resolve conflict</li> </ul>	School Principals, Deputy Principals, HODs, Phase and Grade Heads, as well as Coaches
<b>Stress Management Skills Training</b>	Professionally and personally, we all have so much on our plate. As the corporate world becomes increasingly competitive and deadline-driven, less allowances are made for the feelings of individuals. Gain techniques to handle everything thrown our way, to function in multi-tasking chaos, and not loose ourselves in the journey. Learn to work with a de-stress tool to regain balance and look forward to a busy schedule.	<ul style="list-style-type: none"> <li>Take stock of all obligations and goals observantly and honestly</li> <li>Understand root causes of stress</li> <li>Work with a tool to create a practical action plan</li> <li>Gain techniques to remain calm through rocky patches and switch off at the end of the day</li> </ul>	All personnel who need to regain balance in their lives and who have a high level of responsibility and accountability
<b>Telephone Etiquette and Netiquette Skills Training</b>	The perception of our communication directly affects the perception of the organisation we represent. As soon as we pick up the phone, we accept 100% of the responsibility for the call. Telephonic and written correspondence may be the first contact with your customers, and it should not be the last. This interactive workshop will equip delegates with the skills to control what they say and how they say it.	<ul style="list-style-type: none"> <li>Do's and don'ts for inbound and outbound calls</li> <li>Netiquette: communicating via the Internet</li> <li>Communication styles and role play</li> <li>Dealing with angry correspondence</li> </ul>	Front line staff, receptionists, secretaries, personal assistants, debtor and creditor clerks, sales staff
<b>Time Management Skills Training</b>	Time cannot be stored or stopped and every minute that passes is gone forever. As such, time is the most valuable of all resources and the only way to maximise its potential is to manage it well. This programme will equip you with strategies and methods towards improved efficiency and effectiveness.	<ul style="list-style-type: none"> <li>Strategies to deal with top time wasters</li> <li>Workstyles and teaching people how to treat you</li> <li>Practical task planning methods and tools</li> <li>Unpacking your workload and how to be more productive</li> </ul>	Managers and/or identified staff
<b>Workplace Skills Planning (WSP) Training</b>	According to a national legal mandate, every employer must submit their Workplace Skills Plan to their primary focus Seta by 30 April every year. Correct and timely submission of the WSP is central to the payment of mandatory grants and national research on skills. Failure to do so leads to forfeiting opportunities for grants. There are codes, tables and terminologies to navigate. This programme assists organisations to make the submission process smooth and on time.	<ul style="list-style-type: none"> <li>Utilising all sources of information</li> <li>Planning and administration styles</li> <li>Skills shortages, Scarce and Critical skills</li> <li>Completing the template and recording data for audit</li> </ul>	Human Resource Practitioners, Skills Development Officers, and all staff participating in the completion of the organisation's annual WSP

## Full-Day Programmes

Topic	Description	Programme	Who Should Attend
<b>Art Team Building</b> (No artistic talent needed)	Team members who play together, stay together! This Team building is about collective problem solving and infusing FUN and WOW into your team! Team members are guaranteed to leave energised and excited to apply proven winning strategies for improving morale, ideation and workflow i.e. a healthy balance of their social, intellectual and physical input which benefits team results.	In-house only; Date scheduled on request. <ul style="list-style-type: none"> <li>• Workstyles: Renaissance Artists and Ninja Turtles</li> <li>• Ideastorming: Team Drafts a solution to a given scenario</li> <li>• Team works together on their Masterpiece as several obstacles and frustrations are introduced (the team will take their completed painting to their workplace)</li> <li>• Review of reactions to obstacles</li> </ul>	Team Leaders and Team Members
<b>Strategic Planning</b>	When an organization wants to revise or create their Business Plan, management should begin with Strategic Planning. The process of Strategic Planning results in defining competitive advantage, clearly describes an organization's overall and overriding core purpose, structure, mission, vision, values, and strategic objectives. The Strategic Plan can become the introductory section of a Business Plan as it sets strategic direction for the organisation.		
<b>Business Planning</b>	In order to either create or update a Business Plan, an organization should already have a clear vision, mission, related values, and strategic objectives. A Business Plan is a communication tool for internal operations and for raising capital. It clearly describes business actions for a specified period. A SWOT (Strengths, Weaknesses, Opportunities, Threats) should be piloted which assists to determine priorities in terms of industry and market positioning. From this, the organization also describes its capacity development and strategic operations.	In-house only; Date scheduled on request. <ul style="list-style-type: none"> <li>• As each organization is unique, a scope will be agreed upon prior to the planning session</li> <li>• One working day of interactive work with the management team</li> <li>• Typed draft presented to the organisation's management team within 2 to 3 working days after the session</li> <li>• Final document presented to the management team within 2 to 3 working days after all input for the draft copy is received</li> </ul>	The Management Team
<b>Scenario Planning</b>	When an organization has a sound Business Plan which is used as a communication tool, and everyone in the organization talks and walks the vision, mission and values, they may be ready for Scenario Planning. The result of Scenario planning is rediscovering the original entrepreneurial power of creative foresight in contexts of accelerated change, greater complexity, and genuine uncertainty. A Scenario Plan results from the management team following a facilitated process and forms one of the support documents to the Business Plan. The advantage of Scenario Planning is that the process prepares for the unthinkable by asking 'why?', 'why not?', 'what?' and 'what if?'. A good Scenario Plan details answers to the right questions and promotes proaction rather than reaction.		