



Staff training

Profile 2012

Assess, Address, Achieve

**Join us today....
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Staff Training

Established circa 1999

Your venue or ours - our training is available nationally.

You can send individuals or train your entire staff complement at once. We have regular training venues in Cape Town, Johannesburg, Polokwane and Durban. Our trainers will, however, travel nationally to accommodate your needs.

With approximately 20 soft skill workshops to choose from, we are able to assist you with most of your desired outcomes ranging from management training to frontline/reception.

The Staff Training Team pride themselves on keeping it REAL.

Real Solutions for Real People with Real Challenges

We are able to customise workshops and within reason this will be done at no cost.

Our facilitators use a combination of tactics to illustrate the theory and to ensure that the approach is a practical one for the environment that we are suggesting it.

The tools include:

Straight Theory, discussion – 2 way, discussion – teams, role playing, game playing, audio/visual aids, self-assessments and more.

The delegates love our down to earth and practical approach. This makes the use of knowledge so much easier to transfer to the working environment. We think it speaks for itself that nearly 70% of all our work is return business!

A few comments from delegates:

Limece writes about our **Customer Care Training**

*Thank you again for the great training day, it was the best by far.
Hope to be in your training again really soon.*

Poppy says about our **Assertiveness Training**:

It's been a year since I last saw you and I cannot begin to tell you the difference in my life as a result of the Assertiveness Training.

Ricardo says about our **Developing Your Management Potential** workshops:

It's the best thing I did all year. Our office is smooth, it's structured and all because of the theory you taught me. Adapting my style (and exiting my comfort zone) when necessary was not easy to begin with, but with perseverance it has paid off big time!



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Staff Training

Aids Awareness Partnered Training

Content:

- **The nature of HIV/AIDS: the difference between two**
- **The stages, signs and symptoms**
- **How the infection is spread: exploring myths and making sure of the facts**
- **The role of STIs: what they are, how they increase risk of infection and how to treat them**
- **Identifying your own risk of being infected**
- **How HIV/AIDS affects the individual, the family and the community**
- **The implications of HIV/AIDS in the organisation**
- **How to prevent being infected: the ABC approach, exploring the appropriate option for the lifestyle you choose and understanding the consequences**
- **Testing: pro's and con's of knowing your status, where to get tested and what is involved in testing**
- **Living with HIV/AIDS: the role of the body, the mind and the spirit**
- **The rights and responsibilities of people with HIV and AIDS**
- **How to support people with HIV/AIDS**

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
116921	5	10	Apply the principles of Employment Equity to dealing with terminal or chronic illnesses, particularly HIV/Aids, in the workplace

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

AIDS Awareness - Half-Day

Content:

- ◆ **The nature of HIV/AIDS: the difference between the two**
- ◆ **The stages, signs and symptoms**
- ◆ **How the infection is spread: exploring myths and making sure of the facts**
- ◆ **The role of STIs: what they are, how they increase risk of infection and how to treat them**
- ◆ **Identifying your own risk of being infected**
- ◆ **How to prevent being infected: the ABC approach, exploring the appropriate option for the lifestyle you choose and understanding the consequences**

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
8494	2	4	Demonstrate an understanding of HIV/AIDS and its implications

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Assertiveness Training

Aim:

This workshop is geared towards all those individuals who wish to develop their assertiveness, enabling them to get results quicker and more effectively and communicate in an assertive manner with clients and fellow workers.

Content:

- ◆ What is Assertiveness? What is it not?
- ◆ Getting to know and understand people!
- ◆ Personality types
- ◆ Understanding yourself
- ◆ Understanding negative behaviour
- ◆ Handling conflict and aggression
- ◆ What do all assertive people have in common?
- ◆ Recognising when you feel intimidated or marginalised
- ◆ Triggering and developing your own "assertive mode"
- ◆ Giving criticism
- ◆ Accepting criticism
- ◆ Being Assertive at Work
- ◆ Assertiveness Techniques
- ◆ Speech/communication
- ◆ Language
- ◆ Working towards continued confidence and good self-esteem

Outcome:

At the end of this workshop delegates will have the ability to analyse their behaviour against the criteria for "assertive behaviour" and pinpoint the errors they are making. They will have the necessary skills and knowledge on how to implement assertive behaviour and set clear parameters for themselves and others.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
120300	5	8	Analyse leadership and related theories in a work context

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Business Etiquette and Protocol

(Available In-house only)

Aim:

To explain and demonstrate the need for “appropriate” behaviour. Assisting the delegate with deciding what is appropriate and informing the delegates as to the dos and don’ts of other cultures.

Content:

- ◆ **Basics of Business Etiquette**
- ◆ **Grooming and Attire**
- ◆ **Etiquette in the Office**
- ◆ **Meeting, Greeting and Farewells**
- ◆ **Time, Touch and Personal Space**
- ◆ **Communication Basics**
- ◆ **Written Communications**
- ◆ **Electronic Communication**
- ◆ **Business Meetings**
- ◆ **Business Entertaining**
- ◆ **Business Travel**

Outcome:

The learners will be able to discern the need for a set of personal, societal and business related behaviours and patterns enabling them to conduct themselves with ease and confidence at any function.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
13648	5	4	Apply appropriate social protocols in the workplace and community

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Business Writing Skills

Aim:

To supply the learners with the necessary knowledge and confidence, enabling them to conduct professional and accurate e-mail and business writing support.

Content:

- ◆ The Six C's of business letter writing
- ◆ Business letter writing checklist
- ◆ Opening and closing formats
- ◆ Keep to the point
- ◆ Setting the tone
- ◆ Conversational style techniques
- ◆ Writing in plain English
- ◆ Sentence Structure
- ◆ Jargon
- ◆ Headings
- ◆ Closing
- ◆ E-mail Specifics

Outcome:

The learners will be able to deliver a professional and well-presented business letter or e-mail.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
12153	4	5	Use the writing process to compose texts required in the business environment

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Two day - Business Writing Skills

Aim:

To supply the learners with the necessary knowledge and confidence, enabling them to conduct professional and accurate e-mail and business writing support. This workshop is geared towards English Second Language users.

Content:

- ◆ How do I improve my English (resources and suggestions)
- ◆ Basic English Building Blocks
- ◆ Common grammatical errors to avoid
- ◆ Emphasis – how and why
- ◆ The Six C's of business letter writing
- ◆ Business letter writing checklist
- ◆ Opening and closing formats
- ◆ Keep to the point
- ◆ Setting the tone
- ◆ Conversational style techniques
- ◆ Writing in plain English
- ◆ Sentence Structure
- ◆ Jargon
- ◆ Headings
- ◆ Closing
- ◆ E-mail Specifics
- ◆ Sales Specifics

Outcome:

The learners will be able to deliver a professional and well-presented business letter or e-mail.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
115792	5	5	Access, process, adapt and use data from a wide range of texts

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Conflict Prevention and Resolution

(2 day workshop - available in house only)

Aim:

To supply the learners with the necessary knowledge and confidence, enabling them to recognise potential conflict situations, address the situation in a manner that makes the conflict positive as well as mediate where necessary.

Content:

- ◆ What is conflict
- ◆ Why do organisations need conflict management
- ◆ Recognising potential conflict situations
- ◆ Can conflict be positive
- ◆ Differences between conflict and competition
- ◆ Identifying your own conflict handling mode
- ◆ Identifying the different stages of conflict

- ◆ The 5 conflict handling responses
- ◆ Identifying when to use a cultivated response
- ◆ Techniques and practicalities regarding response types

- ◆ Mediating a conflict situation

Outcome:

The learners will be able to recognise and deal with a conflict situation in a more deliberate way, thereby minimising any potential negative impact.

SAQA US ID	NQF Level	Credits	US Title
117853	5	8	Conduct negotiations to deal with conflict situations

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Corporate Etiquette and Grooming (Available In-house only)

Aim:

To explain and demonstrate the need for “appropriate” behaviour. Assisting the delegate with deciding what is appropriate and informing the delegates as to the dos and don’ts of other cultures.

Content:

- ◆ **Basics of business etiquette**
 - Meetings
 - Entertaining
 - Travel
- ◆ **Grooming and Attire**
- ◆ **Gender Challenges**

Outcome:

The learners will be able to discern the need for a set of personal, societal and business related behaviours and patterns enabling them to conduct themselves with ease and confidence at any function.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
13648	5	4	Apply appropriate social protocols in the workplace and community

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Customer Care

Aim:

To motivate and empower the learner to communicate clearly and concisely.

Content

- Attitude and Aptitude
- Understanding People - Personality Profiling
- Determining Your Personal Vision (Two Basic Emotions)
- Accountability - BASE and FASE
- Consider Your Power
- Meeting and Greeting and Cultural Awareness
- Positive Speech, questioning, solution finding and a TRUST solution
- Identifying the Required Skills for the Job

Outcome:

At the end of this workshop the learners will have mastered the art of communicating positively and without barriers.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
246740	4	3	Care for customers

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Developing Your Management Potential I

Aim:

To educate supervisors, junior and middle management on the basic requirements of good management

Content:

- What Are the Qualities of a Good Manager?
- Understanding People
- Making the Transition From Worker to Manager
- Understanding Your Own Role and Responsibilities
- Understanding Your Management Style
- Is Your Approach Holistic or Cellular?
- Setting Clear Goals and Expectations
- Going for the Quick Fix over the Lasting Solution
- Setting Clear Standards
- Delegating and Empowering
- Making Time for Employees
- Recognising Achievement
- Failing to Learn
- Training Your Staff

Outcome:

At the end of this workshop the learners will have the basic knowledge enabling them to set goals and standards, empower other staff, grow in their own positions and recognise the value of a team.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242818	4	5	Describe the relationship and responsibilities of junior/middle management to other roles in the organisation

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Developing Your Management Potential II

Aim:

To further assist managers in their role as developers and leaders of a department and/or company concentrating on more specific tools of measurement and methodologies.

Content:

- 8 Common Themes of Successful Companies
- Using the Conscious and Unconscious Learning Matrix
- Understanding the Influence of Different Values
- Using the Force Field Analysis
- Using the JOHARI Window
- Using Situational Leadership
- Using Feedback to Its Greatest Advantage Not Just APOP!

Outcome:

At the end of this workshop, the learner will be able to implement a host of new styles and theories with the outcome of focused and effective leadership in the South African context.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242818	4	5	Describe the relationship and responsibilities of junior/middle management to other roles in the organisation

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Diversity Training

Aim:

To assist the learners with the necessary knowledge regarding issues of diversity in a specific South African context

Content:

- Cultural Diversity
- Can we continue to challenge and shape our perceptions as adults?
- Understanding Prejudice
- The Role of the Media
- Employment Equity and the Bill of Rights
- Issues of Conflict and Cooperation, Power and Privilege
- Concentrating on Areas of Similarity and Positivity
- Culture and Etiquette From Around the World

Outcome:

The qualifying learner is capable of:

- Demonstrating understanding of the underlying dynamics that give rise to perceptions of diversity.
- Applying knowledge of Psycho-social factors that have relevance for intergroup relationships.
- Investigating issues of privilege and power among members of a specific community.
- Proposing a course of action to bring about change in a selected community

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
263936	5	5	Apply knowledge of issues of diversity in a specific South African context

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Effective Communications (Fast Track) (Available In-house Only)

Aim:

**This workshop is hosted in house only and preferably to be attended by the entire organisation, group or department (including management)
To supply the learners with the necessary knowledge and confidence, enabling them to conduct advanced business conversations and ensure high standards of internal communication within an organisation**

Content:

- ◆ **Listening**
- ◆ **Tonality**
- ◆ **Positive Speech**
- ◆ **Forming a commonality**

- ◆ **Personality Types - Understanding People**
- ◆ **Body Language Analysis**
- ◆ **Setting boundaries / Assertiveness**
- ◆ **Understanding and working with criticism**
- ◆ **Understanding your own prejudices**
- ◆ **De Bono 6 hat thinking technique**

- ◆ **Communicating with your superiors**
- ◆ **Cellular/Holistic vision**
- ◆ **Authority Levels**

Outcome:

The learners will be able to discern the needs of their clients and colleagues and adapt their own approach to the situation, resulting in more favourable resolutions to any given negotiation.

SAQA US ID	NQF Level	Credits	US Title
110021	4	6	Achieve personal effectiveness in business environment

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Effective Communications (Available In-house Only – 2 days)

Aim:

This workshop is hosted in house only and preferably to be attended by the entire organisation, group or department (including management).

To supply the learners with the necessary knowledge and confidence, enabling them to conduct advanced business conversations and ensure high standards of communication within an organization.

Content:

- ◆ **Communicating with Emotional Intelligence**
- ◆ **Personality Types - Understanding People**
- ◆ **Body Language – What are we actually saying**
- ◆ **Assertiveness and clear communication**
- ◆ **Understanding and working with criticism**
- ◆ **Learning to listen and understanding your own barriers**
- ◆ **De Bono 6 hat thinking approach to problem solving**
- ◆ **Recognising potential conflict situations and adjusting your response**
- ◆ **Professional written communication**
- ◆ **Electronic communication**

Outcome:

The learners will be able to discern the needs of their clients and colleagues and adapt their own approach to the situation, resulting in more favourable resolutions to any given negotiation.

SAQA US ID	NQF Level	Credits	US Title
110021	4	6	Achieve personal effectiveness business environment

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Emotional Intelligence

Aim:

To supply the learners with the necessary knowledge and confidence, regarding communication in an emotionally intelligent manner, applying such principles to personal and work life.

Content:

- The principles of emotional intelligence explained
- The principles of emotional intelligence in practice
- Self-confidence, self-awareness, self-esteem and locus of control
- The importance of personal and interpersonal competencies
- Techniques for giving and receiving feedback
- Using the Johari window

Outcome:

The principles and concepts of emotional intelligence. Giving and receiving feedback in an emotionally intelligent manner. Behavioural skills in the context of self-awareness and emotional intelligence. Techniques for improving levels of emotional intelligence.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252031	Level 5	4	Apply the principles and concepts of emotional intelligence to the management of self and others

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Frontline Training I

Aim

To advise and guide the learner in a practical and fun way in the finer points of reception and communication excellence!

Content:

- Attitude and Aptitude
- Understanding People
- First Impressions Last, your environment, your grooming
- Body Language
- Communication Starts With the Ability to Listen
- The Etiquette of Meeting and Greeting
- The Etiquette of Telephonic Liaison
- Effective Communication Skills
- Exceeding Expectations
- Solidifying My Role as "Director of First Impressions"
- A Comprehensive List of Information for Receptionists
- What Procedures Should You Have?

Outcome:

At the end of this workshop the delegate will have the necessary knowledge to provide a professional and complete "shopwindow" for both personal and telephonic callers to a company. They will also be aware of their responsibility to their colleagues.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252210	Level 4	4	Handle a range of customer complaints and queries

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Frontline Reception - Advanced (Office Administration)

Aim

To assist receptionists and office administrators in reaching goals and setting high standards in the smooth operation of the front office

Content:

- **Skills, Qualities and Attributes**
- **Identifying and Classifying Your Customers**
- **Developing Your Role and Contribution**
- **Identifying Urgent Versus Important**
- **Assertive Communication**
- **The Key to Effective Written Communication**
- **Organisation and Time**
- **Maintaining Professionalism and Etiquette**
- **Additional Material for Leisure Reading**
- **Useful Info on Setting up Agendas and Minute Taking**

Outcome: At the end of this workshop, the learner will be able to approach the reorganisation of their day with confidence and purpose as well as having the necessary information to present a professional and efficient support system to management and clients alike.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252210	4	4	Handle a range of customer complaints and queries

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Managing Change

Aim:

To enable the delegate to demonstrate and understand diversity among people in the workforce and the importance of managing change to ensure a positive and desired outcome.

Content:

- ◆ How “change management” assists in achieving sustainable trading results
- ◆ Examples of planned change and reactive change in an organisation
- ◆ A model for effective change management and its management
- ◆ Reasons for resistance to change and how to overcome them
- ◆ Identifying inherent risks in any change management
- ◆ Ways to manage the risks
- ◆ Keeping it real, putting it into practice

Outcome:

The delegate will be able to demonstrate and implement a better-planned and formalised way forward, managing change whilst retaining and/or increasing productivity.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
115407	5	10	Apply the principles of change management in the workplace

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Minute Taking – 2 day workshop

Aim: Enabling the PA or Secretary to prepare for, take and distribute full and professional minutes.

Understanding the Role of Meetings:

What a should meeting consist of and what it should achieve
Special types of meetings and the role of the secretary in the meeting
Familiarising yourself with the language of meetings

Organising an Effective and Productive Meeting:

Sending out the Notice of a Meeting
Suggestion for more productive meetings
Checklist of arrangements that need to be made
What you should take with you and where you should sit

Preparing a Working Agenda:

The Objective of an Agenda -
Standard sections that need to be included
Headings and attachments that get people to think and prepare for the topic
Clearing the agenda prior to sending it out
Utilising agenda formats available in MS Word

The Procedure during a Meeting:

Check attendance, read previous minutes, motions, discussions and agenda points
Call in guests or specialists, brain storming and idea generation, voting and decision making, summarising and setting future dates

Identifying the Type of Minutes you are expected to take:

Verbatim Minutes – word-for-word
Resolution Minutes – formal type meetings
Narrative Minutes – telling the story of the meeting
Action Minutes – for working groups etc

Meeting Terminology
How to record votes
Bonus Extra: Reported Speech / Past Tense forms

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
13934	3	4	Plan and prepare meeting communications

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Negotiating for Profits (Available in-house only)

Aim:

To assist the learners with the approach and skills necessary to enter a sales orientated negotiation.

Content:

- ◆ **Understanding the art of negotiation**
- ◆ **Understanding why negotiation is necessary**
- ◆ **Applying negotiation skills to everyday business**
- ◆ **Removing your own personal blocks to successful negotiation**
- ◆ **Positive Speech Patterns as well as Tips and Tricks**

Outcome:

The learner will be able to identify the areas of communication necessary to include in their negotiation techniques

SAQA US ID	NQF Level	Credits	US Title
117853	5	8	Conduct negotiations to deal with conflict situations

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Office Management 2-day workshop (inhouse only)

Aim

To assist PAs, receptionists and office administrators in reaching goals and setting of high standards in the smooth operation of the company and management team

Content:

- ◆ Skills, qualities and attributes required for success
- ◆ Identifying and classifying your customers (internal and external)
- ◆ Developing your role and contribution to the organisation - working to clear goals and objectives
- ◆ Identifying urgent versus important tasks and realistic deadlines
- ◆ Dealing with disorganised people
- ◆ Assertive communication - saying 'no' and still being effective
- ◆ The key to effective written communication
- ◆ The key to effective verbal communication
- ◆ Telephone skills
- ◆ Practical advice on lists and organisation
- ◆ Effective minute taking
- ◆ Keeping an effective diary
- ◆ Mini Project Management
- ◆ Maintaining professionalism and etiquette

Outcome: At the end of this workshop, the learner will be able to approach the reorganisation of their day with confidence and purpose as well as having the necessary information to present a professional and efficient support system to management and clients alike.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
110021	4	6	Achieve personal effectiveness in business environment

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Training for PAs

Aim:

To assist all Personal Assistants with the finer points of this position, concentrating on authority levels, time management, protocol and effectiveness

Content:

- What are the qualities of a good PA?
- Increasing Listening Skills
- A CAN do approach
- Goal Setting
- Time Management
- An intro to Business Etiquette
- Micro Project Management
- Minute Taking

Outcome:

At the end of this workshop, the learner will be able to approach the position of Personal Assistant from a management perspective

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
110021	4	6	Achieve personal effectiveness in business environment

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Personal Efficiency

Aim:

This is for everyone who is keen to effect change in the workplace. Everyone who is part of a team, a unit, a group, a company and who has any role to play in the economy of this country.

Content:

- ◆ What is personal efficiency and accountability?
- ◆ Getting rid of complaining, blame, guilt and procrastination
- ◆ Viewing personal efficiency as a pathway to success
- ◆ Encouraging a culture of accountability and ownership
- ◆ Personal efficiency and Trust - a parallel
- ◆ Learning to speak again
- ◆ The choice to be ME!

Outcome:

At the end of this workshop the delegates will have a better understanding of the role of personal accountability in their lives and as a result, in the workplace. The effects will be seen in every aspect of their job.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
110021	4	6	Achieve personal effectiveness in business environment

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Presentation Skills Training (2 days)

Aim:

A two-day workshop aimed at supplying the learners with the necessary knowledge and confidence, to prepare themselves as well as digital and written presentations, deliver these as well as read, respond and adapt to audiences.

The emphasis of this workshop is on practical work.

Content:

- ◆ **Understanding your Goal when presenting**
- ◆ **Understanding your Audience**
- ◆ **Your Topic – understanding it from both sides**
- ◆ **Preparing the presentation and the use of digital aids**
- ◆ **Preparing yourself**
- ◆ **Presentation Checklists**
- ◆ **Synchronised Swimming as opposed to Drowning**
- ◆ **Handling Challenges**

Outcome:

At the end of this workshops delegates will be well versed in how to prepare and deliver presentations for both products and service.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
14178	5	11	Design presentations for products and services

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



An Introduction to Project Management (3 Days)

Aim

To assist project managers, administrators and team members to plan for and execute projects efficiently and fully

Content:

- ◆ **Introduction to Project Management**
- ◆ **Identifying the 9 aspects of Project Management**

Communication, Team, Risk, Time, Procurement, Cost, Quality, Customer and Scope

- ◆ **Understanding and defining scope**
- ◆ **Managing the client and other parties/stakeholders**
- ◆ **Organising the project**
- ◆ **Risk identification and analysis**
- ◆ **Task identification and analysis**
- ◆ **Cost identification and analysis**
- ◆ **Creating the task lists (work to be done)**
- ◆ **Using standard charts and theories to plan**
- ◆ **Analysing the value of the project**
- ◆ **Monitoring and controlling the project**

Outcome: At the end of the workshop the delegates will be able to define the scope of a project, understand and use standard project management methods and manage key projects with full knowledge of time, scope, quality and cost.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
10140	4	8	Apply a range of project management tools

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Report Writing Skills

Aim:

To supply the learners with the necessary knowledge and confidence, enabling them to conduct professional and accurate report writing.

Content:

- ◆ Before you begin
- ◆ Format of the Report
- ◆ Table of Contents
- ◆ Key
- ◆ Introduction
- ◆ Discussion
- ◆ Conclusion
- ◆ References
- ◆ Appendices
- ◆ Diagrams, Tables and Graphs
- ◆ Grammatical Style
- ◆ Common Errors

Outcome:

The learners will be able to deliver a professional and well-presented business report and proposal.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
11023	4	6	Present information in report format

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Retail Assistants Workshop

Aim

To educate and inform delegates on how to provide superior service at a retail outlet, maximise profits and encourage the return of the client.

Content

- Attitude and Aptitude
- Determining Your Personal Vision
- Customers – Our Lifeline
- Emotional vs. Necessary Purchase
- DISC Approach
- Upselling
- Effective Communication Skills
- Ensuring the Referral
- Additional Topics and Interesting Avenues
- Baby Boomers, Gen X and Y Clients and Traditionalists

Outcome:

At the end of this workshop the delegates will be equipped with the necessary knowledge to provide excellent service whilst “working” the client to increase his “basket” purchase.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
114824	4	4	Conduct sales

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Sales Training

Aim:

To supply the learners with the necessary knowledge and confidence, enabling them to conduct advanced sales presentations and negotiations.

Content:

- Great Salespeople
- The Seven Steps of Selling
- Knowing Your Goals
- Framing
- Identifying Sales Functions
- The Need to Facilitate Buying
- Conversion Phrases
- Knowing the Client
- DISC Approach
- Communication Techniques
- Negotiate for Profits
- Delivering the Product and Relationship Building
- Extra Reading – Your Elevator Speech

Outcome:

At the end of this workshop the delegates will have mastered the art of focussed and effective selling techniques and questioning as well as goal orientated negotiation.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
114824	4	4	Conduct sales

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Stress and Time Management

Aim:

To assist all employees in their use and distribution of time as a valuable tool in the workplace.

Content:

- ◆ Identify why you want more time
- ◆ Identify why you have no time
- ◆ Identify areas of stress
- ◆ Identify positive and negative stressors (personal, societal, environmental and organisational)
- ◆ Identify areas of synergy
- ◆ Identify repetitive tasks
- ◆ Identify the role of electronic time thieves
- ◆ Identify paths of completion
- ◆ Being assertive in managing your time
- ◆ Using the time matrix effectively
- ◆ Overcoming barriers to tasks
- ◆ Using pro and re active stress management strategies

Outcome:

At the end of this workshop, the learner will be able to approach the reorganisation of their day with confidence and purpose

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
15234	5	4	Apply efficient time management to the work of a department/division/section

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Telesales Training

Aim:

To assist and inform junior telesales, outbound call center and inbound call center staff on the basic requirements for a good sales call.

Content:

- ◆ What are the qualities of a sales person?
- ◆ Defining your market
- ◆ Where to find leads for your market
- ◆ How to organize your day
- ◆ What other back-up procedures you need to consider
- ◆ The importance of establishing the correct contact person
- ◆ Sales Talk
- ◆ The importance of making your call a two way conversation
- ◆ Product knowledge
- ◆ Courtesy, Tone of Voice
- ◆ Confidence
- ◆ Positive Speech
- ◆ Industry Speech, Professional Speech
- ◆ Closing the call if it is negative
- ◆ Closing the call if it is positive
- ◆ Admin time
- ◆ Key Performance Indicators and measurement tools
- ◆ Realistic Expectations

Outcome:

At the end of this workshop, the learner will be well versed in the requirements of a good telesales call.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
114824	4	4	Conduct sales

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

Women@Work

Aim:

To supply the learners with the necessary knowledge and confidence, regarding the specific stresses and challenges faced by women in the workplace

Content:

- Is it possible to have it all?
- Recognising increased emotional intelligence as your tool of choice
- Recognising some gender specific stressors
- Choosing your role in South Africa's transformation to gender equality
- Stress and Time Management
- The balance between home and work
- Grooming and Business Etiquette
- 4 Generations in the Workplace

Outcome:

Recognising that women empowerment includes the following domains, concepts and activities, which need to be balanced to create a harmonious state for the individual.

Empowerment in all spheres of a woman's life e.g. political, social, cultural, economic, educational, family, legal; individual rights, education and awareness-raising regarding the law; legislation and rights, cultural diversity; economic empowerment; empowerment and awareness of choice; consciousness-raising about oppression; empowerment of individuals in private and public spaces; multiple oppression of women.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
243851	4	5	Promote gender equality and women's empowerment in employment

The unit standards above are an indication of the content of the workshop. We are striving towards the necessary requirements for all or some of the unit standards listed.



Staff Training

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2012 Rate Sheet

◆ **One Day Hosted Workshops** (our premises)

Cape Town: R1100-00 per delegate
Johannesburg: R1300-00 per delegate
Limpopo: R1100-00 per delegate
Durban: R1100-00 per delegate
14% VAT excluded
All course material, lunch and refreshments included

◆ **One Day In-house rates** (your premises)

Cape Town: from R6800-00 per day
Johannesburg: from R7800-00 per day
Limpopo: from R6800-00 per day
Durban: from R6800-00 per day

Rates quoted exclude VAT at 14%
Include all delegates 1- 10
Delegates 11 – 16 (max) charged at R680 or R780 (Jhb) per delegate
All course material, no refreshments and no venue supplied.

◆ **Two Day Hosted Workshops** (our premises)

All course material, lunch and refreshments included.

Cape Town: R2200-00 per delegate
Johannesburg: R2400-00 per delegate
Limpopo: R2200-00 per delegate
Durban: R2200-00 per delegate

14% VAT excluded

◆ **Two Day In-house rates** (your premises)

Cape Town: from R13000-00 per workshop
Johannesburg: from R15000-00 per workshop
Limpopo: from R13000-00 per workshop
Durban: from R13000-00 per workshop

Rates quoted exclude VAT at 14%
Include all delegates 1- 10
Delegates 11 – 16 (max) charged at R1300-00 or R1500-00 (Jhb) per delegate

All course material, no refreshments and no venue supplied.

Travelling and accommodation

(Outside of greater Cape Town, Johannesburg, Polokwane and Durban area) - negotiable

500km radius

R3-50 per km plus accommodation (B&B)

500km plus

All flights and /or car rental costs covered plus accommodation (B&B)

All fees are payable in advance, 21 days prior to workshop or within 7 days of placing of order, whichever comes first.

Cancellations or postponements within 48 hours prior to the workshop will carry a 100% penalty fee, within 72 hours a 50% cancellation fee

Rates 2012