Staff Training



STAFF TRAINING COMPANY PROFILE | 2027

Empowerment Through Skills Development

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Looking for dates and pricing? Our **2027 Training Calendar** lists every open-hosted workshop date by city, plus pricing. Ask us for a copy on info@stafftraining.co.za.

WHO WE ARE

About Us

Where business and skills development meet

Staff Training is a South African skills development provider whose vision, from inception, has been practical, affordable and impactful skills development for all South Africans, while strengthening the leadership pipeline for business.

25 YEARS

Twenty-five years of insight

Developing a solid leadership pipeline takes a strategic approach and many years of preparation. From junior employees through to senior management, our 25 years in business have given us real insight into the daily challenges faced by businesses and employees alike, and we are here to help you.

As a SETA accredited organisation (see our accreditation), we offer a wide range of soft skill, communications and leadership workshops and learnerships throughout South Africa. Our highly capable facilitators engage with our delegates using a wide variety of training tools, creating in-depth and very practical approaches to everyday situations.

We also work closely with our clients to customise workshops for specific outcomes, providing comprehensive HR solutions that enable us to address the root cause of the business challenges being faced.

Pre-Workshop Surveys	Measurement of the current state of skills.
Post Workshop Surveys	Assessment of workshop knowledge retention.
Classroom Learning	Nationwide, with highly motivated facilitators.
Virtual Learning	Any of our workshops can be presented virtually, via Zoom or Teams.
Post Workshop E-learning	Afterburner courses expanding on knowledge gained in training.
Competency Testing	SETA accreditation and Skills Check for KPI reporting.
Online Learning	A continually expanding portfolio.
LevelUp Coaching	One-on-one coaching to build on the knowledge gained during training.
PowerPath Coaching	An add-on to our management courses and a powerful investment into your future leaders.

Our offerings include comprehensive self-mastery and leadership training using the **Enneagram**, a globally acclaimed personal growth and leadership tool, combined with Leadership, Emotional Intelligence, Self-Mastery and Team Development solutions. Explore our Enneagram workshops →

Real solutions for real people.

Staff Training is registered on the Central Supplier Database and is an EME level 4 contributor with 100% procurement recognition.



AT A GLANCE

Vision, Values & Philosophy

OUR VISION

To enable, empower and educate our learners by focusing on self-mastery, accountability and emotional intelligence. Creating a strong workforce and allowing for South African economic growth through the development of highly competent and focused leadership pipelines.

Our Values

Inclusivity
Affordable training for all, achieved through training small and large groups.

Knowledge
Customised, current and innovative solutions for large and small business, risk monitoring and pro-active content creation.

Caring
Empowering our delegates by providing support and healthy challenges, and inspiring self-determination and accountability.

Relevance
Adaptation of leading global theories for the South African context and creative solution finding for today's challenges.

Excellence
Constantly striving to improve and achieve smooth turnkey delivery through exceptional client care and user friendly processes.

Our Philosophy

Real Challenges
To continually understand and unpack current market challenges.

Real Solutions
To continually adopt and adapt global theories and trends for African markets.

Real People
To consistently help create real options for the larger SA workforce.

Real Personal Growth
To consistently encourage accountability as a tool of choice.

Real Skills Development
To focus on current and trending skills requirements.

TRUSTED BY

Some Recent Clients





SERVICES

Skills Development Facilitation

Staff Training assists with the following:

- ✓ General Skills Development Consultation
- ✓ Submission of Workplace Skills Plans
- ✓ Submit Annual Training Reports to the relevant SETA*
- ✓ Advising the employer on the quality assurance requirements set by the SETA*
- ✓ Assisting with SETA Grant Applications*
- ✓ Training Needs Analysis
- ✓ Develop, Implement and Submit to the relevant SETA*
- ✓ Facilitating the development and implementation of the employer's development strategy
- ✓ Communicating SETA* initiatives, grants and benefits to the employer
- ✓ Assisting with applicable Learnership Programmes*

*SETA has been undergoing some changes. Please reach out to us regarding our SETA products and services to confirm availability.

ACCREDITATION

SETA Accredited

We are proudly accredited by Services SETA, offering a range of accredited courses designed to meet industry standards and client needs. Many of our workshops align with accredited unit standards, ensuring quality and relevance for professional development.

The QCTO changeover has brought changes to the unit standard landscape: some unit standards have been extended, while others have not. Please contact us to discuss your specific training needs and to confirm the availability of particular unit standards before booking.

Services SETA Accreditation No: 4018

SAQA Accredited Provider: 55689

Our Accredited Options

We offer a range of accredited courses and unit standards across various topics. Please reach out to us for more information on available options and the most suitable unit standards for your organisation.

0861 996 660 | **info@stafftraining.co.za**

** The QCTO changeover may have affected the availability of some unit standards. Please enquire before booking.*

SHORT COURSES

Course Categories

Tap a category to view its workshops. All of our workshops can be delivered open-hosted, in-house at your premises or virtually via Zoom or Teams.

FLAGSHIP
The Leadership Impact Series
Silver & Platinum pathways
View page p.9 →

CATEGORY
Enneagram Workshops
4 workshops + coaching
View page p.10 →

CATEGORY
Lead & Manage
24 workshops
View page p.11 →

CATEGORY
Communication
28 workshops
View page p.12 →

CATEGORY
Ethics & Compliance
8 workshops
View page p.13 →

CATEGORY
EQ & Wellness
14 workshops
View page p.14 →

CATEGORY
Time & Productivity
15 workshops
View page p.15 →

CATEGORY
Customer Focus & Industry
17 workshops
View page p.16 →

CATEGORY
AI Included
13 workshops
View page p.17 →

CONDENSED
Power Sessions
11 topics
View page p.18 →

OUR FLAGSHIP PROGRAMME

The Leadership Impact Series

A structured path from first-time manager to confident leader. Workshops, online learning, group coaching and a custom workbook, brought together in one programme that keeps the learning going long after the training room.

THE WORKSHOP JOURNEY: FROM MANAGING YOURSELF TO LEADING WITH PURPOSE

1. **Leadership Pathways: Building Effective Leaders** — Leadership capability
2. **The Success Prism: Foundations for Self-Management** — Managing yourself — ACCREDITED UNIT STANDARD
3. **The Art of Balance: Managing People, Tasks and Situations** — Managing people & tasks
4. **The Project Management Approach for Growth** — Delivering projects — PLATINUM ONLY
5. **Managing with Purpose** — Leading with purpose

SILVER

Accelerated Pathway

6 MONTHS

- **4 leadership workshops**
  All virtual-led, so learners can join from anywhere in South Africa
- **4 online courses**
  All four are compulsory
- **4 group coaching & mentoring sessions**
  2.5 hours each, virtual, incl. Portfolio of Evidence building
- **Skills (KPI) checks & Portfolio of Evidence**
  A skills check with every workshop
- **Afterburners**
  Provided with the workshops; completion optional
- **Course-completion engagement reporting**
- **Custom implementation workbook**
  Incl. programme initiation & close-out reflection
- **Certificate of completion**
  Plus a SETA Certificate of Competence for learners found competent

Request the Silver info pack →

PLATINUM

Leadership Pathway

8 MONTHS

- **5 leadership workshops**
  4 in-person + 1 virtual-led, or all virtual-led
  In-person delivery available in Cape Town and Johannesburg
- **4 online courses**
  Assertiveness is compulsory, plus 3 of each learner's choice
- **5 group coaching & mentoring sessions**
  2.5 hours each, virtual, incl. Portfolio of Evidence building
- **Skills (KPI) checks & Portfolio of Evidence**
  A skills check with every workshop
- **Afterburners**
  For four of the five workshops; completion optional
- **Course-completion engagement reporting**
- **Custom implementation workbook**
  Incl. programme initiation & close-out reflection
- **Certificate of completion**
  Plus a SETA Certificate of Competence for learners found competent

Request the Platinum info pack →

Both pathways include SAQA Unit Standard 252031 (NQF Level 5, 4 credits) through The Success Prism. Ideal for emerging team leaders, middle managers and high-potential people ready for bigger leadership roles.

Not sure which suits your team? We'll help you choose the right pathway for your leaders, and share full dates and pricing.

Let's talk →

SELF-MASTERY & LEADERSHIP

Enneagram Workshops

Imagine a team where everyone understands what truly drives them, and each other. That is the power of the Enneagram.



The Enneagram is a globally acclaimed framework that reveals the nine different lenses through which people view the world. Our lens, shaped by both conscious and subconscious motivation, drives our behaviour, self-talk, conflict handling, management and communication styles.

Most of us get stuck in one lens. Learning to recognise our own, and to value the other eight, immediately gives us more choices in how we respond, leading to greater self-mastery, stronger interpersonal skills and emotionally intelligent leadership.

Deeper self-awareness
See your own lens clearly: what drives you, how you react and why.

Stronger relationships
Recognise the lenses of others and communicate in a way that lands.

Better decisions
Step out of autopilot and draw on all nine perspectives.

Higher-performing teams
Turn individual insight into trust, collaboration and results.

> **Studies have shown that individuals with elevated levels of emotional intelligence are up to four times more successful than their equal-IQ counterparts.**

Our Enneagram workshops

- 3 Day Leadership
- Enneagram and The Culture Canvas for Leaders
- Enneagram and Emotional Intelligence for Leaders
- Team Development with the Enneagram

Coaching packages are available: Enneagram Group Coaching Journey & Enneagram: Insight to Action.
Staff Training is an accredited IEQ9 provider.



COURSE CATEGORY

Lead & Manage

Great teams are built by great leaders. These workshops give new and experienced managers the confidence, clarity and practical tools to inspire their people, lead through change and turn everyday management into results that last.

- 3 Day Leadership
- A Professional Team Approach
- Basic Project Management
- Coaching Skills for Managers
- Conflict Management
- Critical Thinking and Problem Solving
- Delegating for Success
- Developing your Management Potential I
- Developing your Management Potential II
- Developing your Management Potential III
- Enneagram and Emotional Intelligence for Leaders
- Enneagram and The Culture Canvas for Leaders
- Ethics in Management
- Having Courageous Discussions
- How to Build Your Leadership Pipeline
- How to Give Effective Feedback
- How to Improve Team Collaboration
- How to Lead a Team to Productivity
- How to Manage Change
- How to Manage Effective Meetings
- Managing Gen Z
- Office Management
- Team Development with the Enneagram
- Team Refocus and Strategising

Open-hosted
Public workshops in CT, JHB, PTA, PLK, DBN & PE

In-house
At your premises, nationally, tailored to your team

Virtual
Live and facilitated via Zoom or Teams



COURSE CATEGORY

Communication

Every conversation shapes your culture and your reputation. Help your people speak with confidence, write with clarity, present with impact and listen with intent, so that every message lands the way it was meant to.

- 3 Day Leadership
- Assertiveness in the Workplace
- Business Etiquette and Professionalism
- Business Writing Skills
- Communicating for Efficiency
- Communication Excellence
- Conflict Management
- Customer Care
- Debt Collecting
- Diversity and Inclusion
- Emotional Intelligence
- English Business Writing Skills
- Etiquette, Ethics and Customer Care
- Frontline Reception I
- Frontline Reception II
- Frontline Service and Upselling
- Having Courageous Discussions
- How to Complete Tender Documents
- How to Deal with Difficult Clients and Discussions
- How to Give Effective Feedback
- How to Improve Team Collaboration
- How to Manage Effective Meetings
- Managing Gen Z
- Minute Taking
- Presentation Skills
- Report Writing
- Resilience Training
- Telesales Training

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At your premises, nationally, tailored to your team

Virtual
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COURSE CATEGORY

Ethics & Compliance

Integrity is the foundation every organisation is built on. These workshops help your people understand what is expected of them, do the right thing when it matters, and build a respectful, inclusive and compliant workplace where everyone feels safe.

- Aids Awareness
- Business Etiquette and Professionalism
- Diversity and Inclusion
- Eliminating Workplace Harassment and Bullying
- Ethics in Management
- How to Manage Sexual Harassment Complaints
- Sexual Harassment
- Stock Loss Prevention

Open-hosted
Public workshops in CT, JHB, PTA, PLK, DBN & PE

In-house
At your premises, nationally, tailored to your team

Virtual
Live and facilitated via Zoom or Teams



COURSE CATEGORY

EQ & Wellness

People do their best work when they feel understood, resilient and well. These workshops build the emotional intelligence and self-awareness that strengthen relationships, ease conflict and create a healthier, more human workplace.

- 3 Day Leadership
- Aids Awareness
- Communicating for Efficiency
- Communication Excellence
- Conflict Management
- Diversity and Inclusion
- Eliminating Workplace Harassment and Bullying
- Emotional Intelligence
- Enneagram and Emotional Intelligence for Leaders
- Having Courageous Discussions
- How to Manage Sexual Harassment Complaints
- Resilience Training
- Sexual Harassment
- Stress and Time Management

Open-hosted
Public workshops in CT, JHB, PTA, PLK, DBN & PE

In-house
At your premises, nationally, tailored to your team

Virtual
Live and facilitated via Zoom or Teams



COURSE CATEGORY

Time & Productivity

Busy is not the same as productive. Give your teams the focus, planning skills and practical systems to prioritise what matters, meet deadlines with less stress and get more of the right work done.

- Basic Project Management
- Critical Thinking and Problem Solving
- Delegating for Success
- Developing your Management Potential I
- Developing your Management Potential II
- Developing your Management Potential III
- How to Complete Tender Documents
- How to Lead a Team to Productivity
- How to Manage Effective Meetings
- How to Plan Effectively
- Minute Taking
- Office Management
- Report Writing
- Stress and Time Management
- Team Refocus and Strategising

Open-hosted
Public workshops in CT, JHB, PTA, PLK, DBN & PE

In-house
At your premises, nationally, tailored to your team

Virtual
Live and facilitated via Zoom or Teams



COURSE CATEGORY

Customer Focus & Industry

Your customers remember how your people make them feel. From the front desk to the warehouse floor, these workshops build the service, sales and industry-specific skills that win loyalty and protect your bottom line.

- Customer Care
- Customer Care for Delivery Staff
- Customer Care Training
- Debt Collecting
- Frontline for Medical Practices
- Frontline for Security Staff
- Frontline Reception I
- Frontline Reception II
- Frontline Service and Upselling
- Goods Receiving and Dispatch
- How to Deal with Difficult Clients and Discussions
- Introduction to the Business World
- Merchandising
- Sales for Admin Staff
- Sales Negotiations
- Stock Loss Prevention
- Telesales Training

Open-hosted
Public workshops in CT, JHB, PTA, PLK, DBN & PE

In-house
At your premises, nationally, tailored to your team

Virtual
Live and facilitated via Zoom or Teams



COURSE CATEGORY

AI Included

AI is changing how work gets done, and your people should be leading that change, not catching up. These hands-on workshops build the confidence to use AI tools responsibly and productively, keeping your team future-ready.

- AI for Managers I
- AI for Managers II
- AI for Managers III
- Business Writing with AI Integration
- Critical Thinking and Problem Solving with AI
- Customer Care in an AI-Enabled Workplace
- Effective Communication in the AI Workplace
- Foundations of AI
- Minute Taking with AI Productivity
- Office Management and AI Productivity
- Planning and Productivity with AI
- Project Management with AI Tools
- Report Writing with AI Integration

Open-hosted
Public workshops in CT, JHB, PTA, PLK, DBN & PE

In-house
At your premises, nationally, tailored to your team

Virtual
Live and facilitated via Zoom or Teams



CONDENSED WORKSHOPS

Power Sessions

Big impact, minimal time away from the desk. Power Sessions are condensed workshops of 1, 2 or 3 hours: perfect for team meetings, conferences and lunchtime learning that sparks real change.

1 hour | **2** hours | **3** hours

- Combating Digital Fatigue
- Eliminating Workplace Bullying and Harassment
- Email and Telephone Etiquette
- Emotional Intelligence
- Etiquette for Online Meetings
- How to Deal with Difficult Clients
- Introduction to Change Management
- Professionalism in the Workplace
- Staying in Touch while Working Apart
- Stress and Time Management
- Work-Life Balance

Please get in touch with us to learn more and request a quote.

LET'S TALK

Where We Train

Cape Town · Johannesburg · Pretoria · Polokwane · Durban · Gqeberha (PE)

Other Training Options

In-house Training	At your premises, available nationally. Up to 20 delegates per session; one-on-one training can also be arranged.
Virtual Training	Any workshop can be presented online via Teams or Zoom.

Contact Us

CALL
0861 996 660

EMAIL
info@stafftraining.co.za

WEB
www.stafftraining.co.za

FOLLOW US
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We do have pre-scheduled open-hosted workshop dates, which can be found in our 2027 Training Calendar. These dates are subject to trainer and venue availability, and custom training dates may be requested by the client.

Request our 2027 Training Calendar
Open-hosted dates by city, plus pricing, sent straight to your inbox.

Email us →