



A Professional Team Approach

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To understand the challenges and harness the strengths of doing business in a multi-cultural society. This course explores latent prejudices and encourages the delegates to move into a team solutions-based mode through discussion and sharing of real-life situations.

The modules covered assist the delegate in identifying appropriate behaviour in the workplace, what is likely to lead to conflict and how to address it professionally.

What Others Had to Say About this Course...

"The course was really helpful because it alerted me to issues, I have to sort out!"

— Caroline, Adcorp Group

Who Should Attend this Course?

This course will benefit all staff who work in a business setting, in all departments and is an excellent introduction for first time trainees.

Outcome

This is a holistic workshop. At the end of it, 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 in the workplace.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
14359	2	5	To apply leadership concepts in a work context

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 3-Days

Content

A Team Approach	• Understanding the What and Why of Team Work • Unpacking the necessary attitudes of a winning team • What do team members expect from each other and management • Understanding How the Team fits into the organisational structure
It Starts with Me	• Understanding why we work and what it is that we get from being part of a professional working environment • An introduction to Emotional Intelligence and a career orientated approach • An overview of inclusivity (as per the SA constitution) in a diverse working environment • A drill down of individual personalities and their strengths and challenges
Communication	• Why do we need good communication? • What is good communication? • What platforms can we use for good communication? • How do we communicate fully and comprehensively? • When is the right time to communicate? • Understanding assertiveness • Understanding collaboration
Understanding Conflict	• When does conflict arise in the workplace? • Understanding when potential conflict can be extremely valuable and when not. • How do we manage and de-escalate a conflict situation?
Bullying and Harassment in the Workplace	• Understanding what bullying and harassment is • Understanding what the law says • How to address bullying • The art of understanding another person's viewpoint
Dealing with Change	• Understanding that Change is the Only Constant • What influences are there in business decisions? PESTEL overview • Management responses to change • Employee responses to change • Working in a constantly changing environment
Your Personal Growth Goals	• Using a reflective diary • Identifying the behaviours you admire • Identifying the behaviours you would like to eliminate

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)[Enneagram: Insight to Action](#)