



Introduction to the Business World

Course Outline



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

Aim

This workbook is designed as an introduction to the business world. It is suitable for upliftment candidates such as housekeeping staff being groomed for reception, or even interns straight from matric who need to see the bigger business picture. Often the only criteria stopping suitable job candidates is a lack of confidence and sometimes a lack of global understanding of business terms, especially in the English language. This workbook is geared around discussion and information sharing. Working through this workbook with a coach or mentor will assist such candidates with confidence, professionalism and knowledge of what attitudes are necessary to cement their climb up the career ladder. This coaching approach starts with a minimum of 2 sessions and can be extended to 6.

About this Course...

It is suitable for upliftment candidates such as housekeeping staff being groomed for reception, or even interns straight from matric who need to see the bigger business picture.

Who Should Attend this Course?

This course will benefit Housekeeping and Security Staff, as well as any employee being uplifted to a frontline reception position within the organisation.

Outcome

This learner will have a basic idea of the expectations and requirements that will be made from them in the workplace.

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. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: ½ Day x 2

Content

Topic	What You Will Learn
Business Today	• A general discussion introducing business terms and terminology • External terms, such as capitalism, NGOs, corporations etc. • Internal terms, such as departments, debtors etc. • This section includes industry-specific terminology such as LAN, WAN and bytes for the IT industry, for example
The Telephone	• A discussion on how important the telephone is to the continuation of the business • How important clients are and what it is that makes it so important that we answer the calls promptly and correctly • This skill is practiced extensively with many different scenarios being created by the coach
Filing	• The importance of good record management in an organisation • What role records play in the smooth operations of our companies and what the different filing methods are • Further emphasis is placed on vocabulary and terminology • The skill is also practiced extensively with many different scenarios being created by the coach
Wrapping Up	• A general discussion on what has been learnt • What possible expectations can one expect from one-self and what the expectations from colleagues and management can be? • The delegates leave with a goal-orientated plan

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
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