



Personal Effectiveness, Mastery & EI

Course Outline



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

What is this course about?

Group or individual, this 2-day Staff Training workshop is built to work either way. Ideal for entire organisations, departments or individuals — including management — across South Africa's diverse, multicultural workplaces, Personal Effectiveness, Mastery & EI focuses on advanced business communication skills that support genuine teamwork rather than just information exchange. Companies who run this training report that collaboration becomes the norm rather than the exception. The result: measurably improved productivity through better day-to-day communication.

What Others Had to Say About this Course...

Great, practical course – would highly recommend it.
– Lorraine, Glencore Coal

Who Should Attend this Course?

This course will benefit all staff.

Outcome

Learners will be able to confidently apply advanced business communication techniques, fostering better collaboration across teams and departments, resulting in improved productivity and a more cohesive organisational culture.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252031	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. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 2 Days

Content

Topic	What You Will Learn
Your Vision	- Exploring the theory and practical application of holistic vision, how do the decisions we make and the discussions we have impact on others - EQ and your vision – what emotional intelligence is and how it empowers your personal growth
Understanding People	- Why we relate really well to some people and simply don't understand others – a module on personality profiling and how to effectively implement the knowledge - Understanding own strengths and weaknesses
Determining Your Personal Vision	Why and how we can go about ensuring good attitude, overcoming limiting beliefs, the value of self-leadership, self-awareness
De Bono's Six Hat Thinking	- In-depth analysis of problem solving using a universally recognised methodology – making sure that you have the facts, positives, negatives, alternatives, gut feel and the next step to each discussion - Making balanced decisions
Building Confidence	Understanding what this means to you
Positive Thinking	- How to think and speak positively - Recognising and identifying your core talents through a coaching model - Working with your core passion and mission - Translating this passion to behaviour through an action plan – tool provided
Assertive Behaviour	A follow-on from Building Confidence – exploring boundaries, communicating them assertively and not aggressively
Body Language and Social Awareness	Awareness of unspoken communication including listening and tone of voice
Communication Techniques	Detailed theory and practical exercises on all forms of communication both telephonically and face to face. How to use professional speech and improve your business English
Criticism – Giving and Receiving	How to overcome the discomfort and gain the benefit

Topic	What You Will Learn
Using Your Time Effectively	• The Time Matrix – helping you hone in on both urgent and important as well as longer term goals • Effective goal setting – through both SMARTER goals and the Logical Framework

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.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
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