



Power Session: Professionalism in the Workplace

Course Outline



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

Aim

To explain and demonstrate the need for appropriate professional behaviour and etiquette. Assisting the delegate with deciding what is appropriate or not in a professional office environment.

Organisations that do this training find improved teamwork and confidence levels amongst their employees as a direct result of their understanding the challenges and advantages of working in a multi-cultural society.

What Others Had to Say About this Course...

The trainer listened – she didn't just brush our problems aside. She helped us to find solutions.

– Nazeem, Capacity Outsourcing

Who Should Attend this Course?

This course will benefit all staff who work in a business setting, in all departments.

Outcome

The learners will be able to discern the need for a set of personal, societal and business related behaviours and patterns.

Duration: 3 Hours

Content

Topic	What You Will Learn
Professionalism – What is it?	• An in depth understanding of professionalism and why it is important • Understanding what societal rules are
Daily Etiquette, Procedures and Protocol	• The etiquette of sharing space • Courteous colleagues • Why there are procedures and protocols • Empathy • Professionalism
The Etiquette of Communication	• Effective and accepted communication skills • Dealing with suppliers, colleagues, managers and clients as an ambassador for your company

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>
---	---