

2017 Public Workshop Prospectus

2017



PERSONAL ASSISTANT AND SECRETARY DEVELOPMENT PROGRAMME

Keeping the boss organised, on time, and on track is often a challenge, especially when you are not in charge. During this training seminar, participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets. Additionally, they will discover how to build personal credibility, use techniques for better listening, deal with difficult people, handle negative situations, and more. Skills practice exercises are interactive, allowing participants to practice what they have learned in a fun, high-energy environment. The “Personal Assistant and Secretarial Development Programme” is the ideal conference for those needing to improve their administrative assistant skills or for those looking for the extra business edge.

- ✓ Based on SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- ✓ Based on SAQA's Unit Standard ID10388, NQF level 4, 3 credits
- ✓ Based on SAQA's Unit Standard ID 110023 NQF Level 4, 6 Credits
- ✓ Based on SAQA's Unit Standard 110021, NQF Level 4, 6 Credits

LEARNING CONTENT

We will cover topics such as:

- Super Assistant: What the Boss Expects
- Minute taking Protocol and Professional Business Writing
- Styles and Different Kinds of Bosses
- Professional Presence: Looking and Acting the Part
- Difficult Personalities and Difficult Situations: Dealing with Challenges
- Time Management, Conflict Management & Stress Management
- Personal Branding
- Project Planning

DURATION, DATE AND VENUE

The course will take place over 1 day - 09:00 to 16:00 as follows:

DATE	VENUE	REGION
19 September 2017	Venue to be advised - Midrand	Gauteng
11 October 2017	Venue to be advised – Bellville/Durbanville/Mowbray	Cape Town

PRICE/COST

R1 490, 00 per delegate - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks and parking vouchers.

ENROLMENT FOR THIS COURSE

To enrol for this course, kindly e-mail Valerie at info@skillsforbusinessdevelopment.org or contact our office at 012 376 4445.



RECEPTIONIST AND FRONTLINE TRAINING PROGRAMME

First impressions last, and staff who work in any reception area are vital members of the corporate team. Their level of performance is invaluable to the overall success of an organisation. Covering all aspects of the role, from answering the telephone to dealing with visitors, this Receptionist Skills training course is suitable for anyone who works in a "front office" situation. A small investment in our one-day workshop "Receptionist and Frontline Training Programme" will deliver huge dividends in the form of a telephonist/receptionist that will do you proud in every dealing with your visitors, in person or by phone.

✓ Based on SAQA's Unit Standard ID 7790, 14348, 14351 NQF Level 3 Credits 5

DURATION

The course will take place over 1 day - 09:00 to 16:00 as follows:

DATE	VENUE	REGION
12 September 2017	Venue to be advised - Midrand	Gauteng
10 October 2017	Venue to be advised – Bellville/Durbanville/Mowbray	Cape Town

LEARNING CONTENT

- Telephone Techniques
- Dealing with incoming calls.
- How to sound confident, interested and helpful.
- Outgoing calls.
- How to deal with telephone calls and visitors simultaneously.
- Complaint Handling
- Establishing source of complaint.
- Remaining polite and helpful.
- Developing a Personal Commitment to Quality Service
- Helping customers to make the right choice.
- Discretion and tactfulness.
- Communication Skills and How to Use Them
- Examining the importance of body language and telephone behaviour.
- The Importance of First Impressions
- Projecting a professional image.
- Using your voice.
- How to remain calm and composed under pressure.
- Customer Relations
- What influences customer choice.
- Understanding customer needs and attitudes.
- Dealing with awkward customers on the telephone and face-to-face.

PRICE/COST

R1 290, 00 per delegate - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks and parking vouchers.

ENROLMENT FOR THIS COURSE

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ESSENTIAL OFFICE SKILLS FOR PA'S, SECRETARIES AND OFFICE SUPPORT STAFF – 2 DAYS

This seminar allows those working in an administrative office environment to develop the skills required to be part of an effective office. You will develop techniques and strategies for effective planning, organising and confident communication. Discover the many tools that can help you manage your time, prioritise and work more effectively meaning you have more time to complete critical urgent tasks. Learn how to proactively contribute to the successful achievement of your individual goals and to the successful running of an office. This two-day course has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships, broaden their contribution to the team and achieve excellence in the service they provide to colleagues and customers.

✓ Based on SAQA's Unit Standard 110003, NQF Level 4, 28 Credits

DURATION

The course will take place over 2 days - 09:00 to 16:00 as follows:

DATE	VENUE	REGION
19 & 20 September 2017	Venue to be advised - Midrand	Gauteng
11 & 12 October 2017	Venue to be advised – Bellville/Durbanville/Mowbray	Cape Town

LEARNING CONTENT

DAY 1

- Super Assistant: What the Boss Expects.
- Styles and Different Kinds of Bosses;
- Professional Presence: Looking and Acting the Part;
- Difficult Personalities and Difficult Situations: Dealing with Challenges;
- Time Management;
- Conflict Management;
- Stress Management;
- Personal Branding;
- Project Planning;

DAY 2

- Effective Diary Management;
- Successful Events Management;
- Professional Business Writing;
- Travel Arrangements;
- Meetings, Minutes and Conference Management;
- Accurate Filing and Recordkeeping; and
- Tools of the Trade: Voicemail, Email, Memos, and More;

PRICE/COST

R2 890, 00 per delegate - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks and parking vouchers.

ENROLMENT FOR THIS COURSE

To enrol for this course, kindly e-mail Valerie at info@skillsforbusinessdevelopment.org or contact our office at 012 376 4445.



PROFESSIONAL BUSINESS WRITING AND MINUTE TAKING PROTOCOL

In today's busy working environment it is essential to produce clear, reader-friendly business writing to tight deadlines. Many professionals working in large international companies have excellent spoken communication skills but lack confidence when writing business documents. Our business writing and minute taking course, Effective Minute taking Protocol, will enable delegates to professionalise their writing skills through presentation and discussion of key elements of good business writing such as planning, style, audience awareness, punctuation and language choice. You will also analyse and practice writing a range of documents including professional correspondence, business reports, minutes of meetings and tenders and proposals.

- ✓ Based on SAQA's Unit Standard ID 12153, NQF Level 4, 15 Credits
- ✓ Based on SAQA's Unit Standard 13934, NQF Level 4, 13 Credits

DATE, DURATION AND VENUE

DATE	VENUE	REGION
20 September 2017	Venue to be advised - Midrand	Gauteng
12 October 2017	Venue to be advised – Bellville/Durbanville/Mowbray	Cape Town

OBJECTIVES AND LEARNING CONTENT

By the end of this course you will learn how:

- To learn the value of good written communication.
- To learn how to write and proofread your work so it is clear, concise, complete, and correct.
- Revisit the rules of good grammar and clear communication and Improve sentence construction and paragraph development.
- Develop effective business letters for tough situations and Discuss e-mail etiquette.
- Develop an appropriate writing style and format for your letters, business cases and reports.
- Learners will be able to draw up an agenda and produce professional, concise and accurate minutes for formal and informal meetings
- They will understand that the important criteria for effective meetings should be to encourage effective communication and understand the importance of their role in that process
- Demonstrate an understanding of the rules of grammar, tenses most frequently used in business grammar, vocabulary and punctuation rules.

PRICE/COST

R1 490, 00 per delegate. Includes comprehensive training material, certificate upon completion, lunch and refreshments as well as a CD containing business templates.

ENROLMENT FOR THIS COURSE

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OFFICE CLEANING AND TEA LADY TRAINING PROGRAMME

The Tea Lady plays a key role in providing a refreshment service to the company's customers and staff. Emphasis is placed on basic communication skills, stock control, cleaning, time management and problem solving which makes this an indispensable workshop. It is a comprehensive course which assists and provides the learner with increased workplace management skills. We accelerate a sense of responsibility in the workplace; improve attention to detail and time management and organisational skills. Learners have greater confidence through increased competence. **The aim of this course is to empower cleaning staff to take responsibility for the quality of their work.**

✓ Based on SAQA's Unit Standard 243204, NQF Level 1, 15 Credits

DURATION & VENUE

The course will take place over 1 day - 09:00 to 15:00 as follows:

DATE	VENUE	REGION
26 September 2017	Venue to be advised - Midrand	Gauteng
13 October 2017	Venue to be advised – Bellville/Durbanville/Mowbray	Cape Town

LEARNING CONTENT

WORKPLACE MANAGEMENT & LIFESKILLS:

- Communication and ethics in the workplace
- Communication techniques
- Telephone skills
- Office and personal safety and security
- Comprehensive cleaning, product usage and wastage control
- Personal and hygienic practice in the workplace
- Understanding and scheduling of duties within a work plan
- Shopping list compilation
- Table and tray settings
- Maintain personal hygiene, health and presentation
- First aid and CPR
- HIV/Aids awareness
- Understanding employer expectations

*The Learning Styles are innovative and fun. I thoroughly enjoyed the course which wasn't 'typical lecture-style learning'. **Lerato Madonsela, Water Affairs, Lesotho***

PRICE/COST

R1 190, 00 per delegate. Includes comprehensive training material, certificate upon completion, lunch and refreshments.

ENROLMENT FOR THIS COURSE

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