



NQF 5: NATIONAL CERTIFICATE: GENERIC MANAGEMENT – WHOLESALE AND RETAIL 63334

Purpose:

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values including:

- Initiating, developing, implementing and evaluating operational strategies, projects and action plans, and where appropriate, recommending change within teams and/or the unit so as to improve the effectiveness of the unit.
- Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit in order to attain its desired outcomes, including customer satisfaction, and thereby contributing towards the achievement of the objectives and vision of the entity.
- Leading a team of first line managers, by capitalising on the talents of team members and promoting synergistic interaction between individuals and teams, to enhance individual, team and unit effectiveness in order to achieve the goals of the entity.
- Building relationships using communication processes both vertically and horizontally within the unit, with superiors and with stakeholders across the value chain to ensure the achievement of intended outcomes.
- Applying the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks in order to ensure the effectiveness and sustainability of the unit.
- Enhancing the development of teams and team members through facilitating the acquisition of skills, coaching, providing career direction, and capitalising on diversity in the unit.

Approved by Wholesale and Retail SETA

THE MANAGEMENT ACTION PROGRAMME

SHORT SKILLS PROGRAMMES – FOCUSED ON COMPANY'S REQUIREMENTS

TARGET AUDIENCE: This programme is intended for Assistant Managers to Regional Managers and their teams.

The Company specific Material is developed according to the level of the learner

The Management Action Plan (MAP) - Skills Programme – Retail Manager 142101

The programme is interactive, practical and culminates in the managers producing their own management action plan for their own unit!

The programmes can be run concurrently or as two separate interventions

The Skills Programme 142101 – NQF 5 – Operations - Retail Manager covers the following modules:

1. Operations
 - Manage Stockholding procedures - 255497 - 6 Credits

- Manage Shrinkage and losses 255499 - 12 Credits
- Manage Procedures that increase the Net Income - 255500 - 8 Credits

And

2. Team Skills

- Build teams to achieve goals and objectives – 252037- 6 Credits
- Monitor and evaluate team members against performance standards – 252034 – 8 Credits
- Use communication techniques effectively -- 12433 – 8 Credits

Outcome

At the end of the programme the Managers develop their own MAP for their store – highlighting at least three changes per department that they will implement and measure to gauge success!!

Approved by W&RSETA

GENERATION GAP: CLOSING THE GENERATION GAP IN THE WORKPLACE

GENERATION GAP: CLOSING THE GENERATION GAP IN THE WORKPLACE

There are currently five generations in the workforce. Only a few short years ago employers who were expecting to be faced with mass retirements are now looking at accommodating workers who cannot afford to retire, or are simply healthy and happy enough they'd like to stay at work. However, the labor force continues to put in hard work and lots of strategy to find the right people to fill vacancies and to be able to serve their customers.

This course examines the history and reality of the generation gap, especially for recruiters and succession planning. In it, we will explore whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. After all, understanding others helps us to understand ourselves and to manage the people that we work with. We will also explore problems, solutions, and strategies to help overcome issues of the generation gap.

What Will Students Learn?

- ✓ Identify where the generation gap issue surfaces, and the impact it has on the modern workforce
- ✓ Describe and apply language that is specific to each generation currently in the workplace
- ✓ Explore organization strategies that overcome gap issues
- ✓ Evaluate the need and effectiveness of recruiting, retention, and succession plans in context of the generation gap

What Topics are Covered?

- ✓ History in Brief
- ✓ Finding Common Ground
- ✓ Silents, Boomers, X'ers, Y's, Millennials, and Gen Z
- ✓ Recruiting that Bridges the Gap
- ✓ Pre-Assignment Review
- ✓ Creative Solutions
- ✓ The Value of Planning
- ✓ Developing Targeted Retention Strategies
- ✓ What We Really Want

WRITING A BUSINESS PLAN

This two-day course is designed for business owners and entrepreneurs who are ready to create a business plan. All the essential steps are covered, including drafting the original document; identifying the audience; gathering information; researching; describing product plans; and marketing, sales, and accounting terms. Students will come away from the course energized and prepared to write their business plan.

What Will Students Learn?

- Research and analyze the individual components needed for a business plan
- Apply skills to create a business plan for different audiences, including investors, banks, and other stakeholders
- Explain the purpose and future of your business in easy to understand terms
- Use accounting terms to describe the future for their business
- Describe their marketing, sales, and planning strategies

What Topics are Covered?

- What is a business plan for?
 - A general business plan framework
 - Identifying your audience
 - Gathering and analysing information
 - Defining your company
 - Getting to work
 - Creating a marketing strategy
 - Creating the sales plan
 - Developing financial projections
 - Putting it all together
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MANAGING PRESSURE AND MAINTAINING BALANCE

When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This one-day course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.

What Will Students Learn?

- ✓ Apply a direct understanding of pressure points and their costs and payoffs
- ✓ Speak in terms related to emotional intelligence, optimism, and resilience
- ✓ Create a personalized toolkit for managing stressors and anger
- ✓ Work on priorities and achieve defined goals

What Topics are Covered?

- ✓ Under pressure!
- ✓ Getting to the heart of the matter (including identifying pressure points and creating an action plan)
- ✓ Emotional intelligence
- ✓ Coping toolkit (including anger and stress management)
- ✓ Getting organized

EFFECTIVE PLANNING AND SCHEDULING

As project managers and leads, we all know how difficult it can be to accurately determine the duration of a project, yet that is exactly what is expected of us on a regular basis. This workshop will not disclose the secret of creating an accurate schedule, because there isn't one. However, it will provide the factors and fundamental elements that you should consider and address when creating any type of schedule.

Participants should complete the Intermediate Project Management workshop prior to this course, or have equivalent knowledge.

What Will Students Learn?

- Define and create a Work Breakdown Structure
- Identify and understand task relationships
- Estimate task durations and determine project duration
- Construct a network diagram
- Calculate the critical path of a project
- Use the Program Evaluation and Review Technique (PERT) to create estimates
- Plan for risks
- Create a communication plan
- Effectively allocate project resources
- Update and monitor the project schedule

What Topics are Covered?

- Projects and schedules
- The Work Breakdown Structure (WBS)
- Estimating activity durations
- Identifying task dependencies
- Aligning resources with activities
- Project Planning with network diagrams, the Critical Path Method, PERT, and Gantt charts
- Scheduling software
- Uncertainty and risk management
- Communication strategies
- Creating a viable schedule
- Updating and monitoring the schedule

MEETING MANAGEMENT: THE ART OF MAKING MEETINGS WORK

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day workshop will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Members of such a group want to get some kind of result out of their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about, and knows and utilizes the strengths of individual members.

What Will Students Learn?

- Understand the value of meetings as a management tool
- Recognize the critical planning step that makes meeting time more effective
- Identify process tools that can help create an open and safe forum for discussion
- Develop and practice techniques for handling counterproductive behaviors

What Topics are Covered?

- The basics for effective meetings
- The best and worst of meetings
- Holding productive meetings
- Preparing for meetings
- Setting the place
- Leading a meeting
- Process and content
- How to control a meeting
- A plan for success

WORKING SMARTER: USING TECHNOLOGY TO YOUR ADVANTAGE

Rudeness in the workplace is increasing to the level that universities are studying it. Everyone is busy, everyone is stressed, and most people take it out on their colleagues at one time or another. We've all been in a situation where we need to print something ASAP and someone has left the printer jammed, or we need coffee and the coffeepot is empty. Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This two-day workshop will show you how to leverage technology to work smarter, not harder.

What Will Students Learn?

- Make your workplace a technology-friendly place
- Make the most of computers, telephones, instant messaging, e-mail, contact management applications, and scheduling software
- Communicate better with the IT department
- Make the best software and training choices
- Set an IT budget
- Set expectations and responsibilities for security and privacy
- Keep employees safe and healthy
- Develop and implement a system usage policy
- Implement policies for dealing with company property
- Decide whether or not employees should telecommute
- Make telecommuting work
- Deal with workplace rage
- Address technological issues

What Topics are Covered?

- Making your company a technology-friendly place
- Conquering computers
- Communicating with the IT department
- Choosing software wisely and technical training
- Setting an IT budget
- Security and privacy, including network types
- Ergonomics
- System usage policies
- Taking care of company property
- Time-Saving Tools (including telephone, e-mail, and instant messaging)
- Telecommuting
- Workplace rage
- A policies and procedures checklist

NEGOTIATING FOR RESULTS

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

What Will Students Learn?

- Understand how often we all negotiate and the benefits of good negotiation skills.
- Recognize the importance of preparing for the negotiation process, regardless of the circumstances.
- Identify the various negotiation styles and their advantages and disadvantages.
- Develop strategies for dealing with tough or unfair tactics.
- Gain skill in developing alternatives and recognizing options.
- Understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

What Topics are Covered?

- What is negotiation?
- The successful negotiator
- Preparing for negotiation
- Making the right impression
- Getting off to a good start
- Exchanging information
- The bargaining stage
- Reaching mutual gain and moving beyond "no"
- Dealing with negative emotions
- Moving from bargaining to closing
- Solution types

PROBLEM SOLVING AND DECISION MAKING

We make decisions and solve problems continually. We start making decisions before we even get out of bed (shall I get up now or not?). Sometimes, we will have made as many as 50 decisions by the time we leave for work. Despite all the natural decision making that goes on and the problem solving we do, some people are very uncomfortable with having to make decisions. You may know someone who has a hard time making decisions about what to eat, never mind the internal wrestling they go through in order to take on major decisions at work. Likewise, we've probably all looked at a solution to something and said, "I could have thought of that." The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. That's what this two-day workshop is all about.

What Will Students Learn?

- ✓ How to apply problem solving steps and tools
- ✓ How to analyze information to clearly describe problems
- ✓ How to identify appropriate solutions
- ✓ Ways to think creatively and be a contributing member of a problem solving team
- ✓ How to select the best approach for making decisions
- ✓ How to create a plan for implementing, evaluating, and following up on decisions
- ✓ Ways to avoid common decision-making mistakes

What Topics are Covered?

- ✓ Problem-solving definitions
- ✓ Making decisions
- ✓ Problem solving model and toolkit
- ✓ Getting into It
- ✓ SWOT Analysis
- ✓ Making good group decisions
- ✓ Analysing and selecting solutions
- ✓ Planning and organizing
- ✓ Many hands-on case studies and exercises

PROCESS IMPROVEMENT WITH GAP ANALYSIS

Charles Kettering, an inventor for General Motors, once said, "A problem well-stated is half-solved." The gap analysis tool can help you define problems and identify areas for process improvement in clear, specific, achievable terms. It can also help you define where you want to go and how you are going to get there.

This one-day course will give you the skills that you need to perform an effective gap analysis that will solve problems, improve processes, and take your project, department, or organization to the next level.

What Will Students Learn?

- ✓ Define the term "gap analysis"
- ✓ Identify different types of gap analyses
- ✓ Perform all stages of the gap analysis process
- ✓ Create a gap analysis report

What Topics are Covered?

- ✓ What is Gap Analysis?
- ✓ The Gap Analysis Process
- ✓ Supporting Tools
- ✓ Creating a Gap Analysis Report
- ✓ Test Driving

PROJECT MANAGEMENT FUNDAMENTALS

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments, and to get that additional job done well, done under budget, and done on time.

This one-day workshop is not intended to take participants from a supervisory or administrative position to that of a project manager. However, these topics will familiarize them with the most common terms and practices in terms of working on projects.

What Will Students Learn?

- Describe what is meant by a project
- Explain what project management means
- Identify benefits of projects
- Identify the phases of a project's life cycle
- Sell ideas and make presentations related to pitching a project
- Prioritize projects
- Begin conceptualizing your project, including goals and vision statements
- Use project planning tools
- Contribute to creating a Statement of Work

What Topics are Covered?

- Defining projects and project management
- The role of a project manager
- How can projects help me?
- A project's life cycle
- Selling a project
- Creating a vision
- Project goals
- Using a target chart
- Preparing your project
- Laying out the project

PROJECT MANAGEMENT TRAINING

In this three-day workshop, we will walk you through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. You may still have to cope with the unexpected, but you'll be better prepared.

What Will Students Learn?

- ✓ Understand what is meant by a project.
- ✓ Recognize what steps must be taken to complete projects on time and on budget.
- ✓ Have a better ability to sell ideas and make presentations.
- ✓ Know simple techniques and tools for planning and tracking your project.
- Have methods for keeping the team focused and motivated.

What Topics are Covered?

- What a project is
- Project management basics
- How projects can help you
- A project's life cycle
- Selling and preparing a project
- The role of a project manager
- Project goals
- Laying out a project
- Project risks and contingency planning
- The work breakdown structure
- Planning tools and budgets
- Teamwork and development
- Communication
- Closing out a project
- Team meetings
- Project presentations

ADVANCED PROJECT MANAGEMENT

It's easy to forget the "manager" part of your "project manager" title among the other range of activities you are responsible for. However, your management skills are an important part of your success as a project manager, so it is crucial that you grow both of those skill sets. There are also some advanced project management techniques that you can master to help bring your projects to successful completion.

This workshop presumes that participants have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.

What Will Students Learn?

- Think critically when choosing a project team
- Make the best of an assigned project team
- Help teams move through various stages to become a high-functioning unit
- Maximize productivity at team meetings
- Reward and motivate your team
- Develop and execute a communication plan
- Communicate with sponsors and executives more effectively
- Identify strategies for working with problem team members

What Topics are Covered?

- Choosing the project team
- Building a winning team
- Managing team meetings
- Easy ways to reward your team
- Developing a communication plan
- Communicating with sponsors and executives
- Dealing with problem team members

CRISIS MANAGEMENT

Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond, and recover from all crises. This two-day course will help you ensure your organization is ready to manage any kind of crisis.

What Will Students Learn?

- ✓ Assign people to an appropriate crisis team role
- ✓ Conduct a crisis audit
- ✓ Establish the means for business continuity
- ✓ Determine how to manage incidents
- ✓ Help your team recover from a crisis
- ✓ How to apply the process

What Topics are Covered?

- ✓ What is crisis management?
- ✓ Training leaders and staff
- ✓ Conducting the crisis audit
- ✓ Performing a risk level analysis
- ✓ Developing a response process
- ✓ Consulting with the experts
- ✓ Incident management techniques
- ✓ Working through the issues
- ✓ Establishing an emergency operations center
- ✓ Building business continuity and recovery
- ✓ Recovering and moving on
- ✓ Plenty of case studies and practice opportunities

WORKPLACE HARASSMENT: WHAT IT IS AND WHAT TO DO ABOUT IT

Between 2010 and 2015, employers paid out \$698.7 million to employees alleging harassment (through the U.S. Employment Equity Opportunity Commission's administrative enforcement prelitigation process.) The largest sexual harassment jury award totaled \$168 million in 2012. But financial repercussions are not the only reason why workplaces need to be proactive when it comes to preventing harassment. This type of behavior has harmful effects on the victims such as health and self-esteem problems, as well as negative impacts on the workplaces where it occurs, including decreased productivity and increased absenteeism.

But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this two-day workshop.

What Will Students Learn?

- Explain what is acceptable behaviour in the workplace and what is not, and why
- Apply the benefits of harassment training
- Define the various types of harassment, including sexual harassment
- Assist in creating a harassment policy
- State some ways to prevent harassment
- Demonstrate some ways to protect yourself from harassment
- Know what to do if you are harassed or accused of harassment
- Understand the complaint process, from the complaint to the reply, to mediation or investigation, to a solution
- Identify situations where mediation is appropriate, and understand how mediation works in those situations
- Describe appropriate solutions for a harassment incident
- Know what to do if a complaint is false
- Help your workplace return to normal after a harassment incident

What Topics are Covered?

- Defining harassment
- Defining sexual harassment
- The purpose of training
- Creating a harassment policy
- Other prevention strategies
- Nipping it in the bud
- What if it happens to me?
- What if it's happening to someone else?
- Someone has filed a complaint against me!
- Addressing a complaint
- Handling false complaints
- Mediation
- Investigating a complaint
- Making the decision
- Creating solutions
- After it is over
- Skill application

GIVING EFFECTIVE FEEDBACK

This one day course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting.

This course will help participants learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

What Will Students Learn?

- ✓ Explain why feedback is essential
- ✓ Apply a framework for providing formal or informal feedback
- ✓ Use descriptive language in delivering feedback
- ✓ Describe six characteristics of effective feedback
- ✓ Provide feedback in real situations

What Topics are Covered?

- ✓ Feedback definitions
- ✓ Speaking clearly
- ✓ Communication strategies
- ✓ Characteristics of effective feedback
- ✓ Receiving feedback graciously
- ✓ Testing the waters (role play practice)

TIME MANAGEMENT: GET ORGANIZED FOR PEAK PERFORMANCE

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done. In this one-day workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

What Will Students Learn?

- ✓ Better organize yourself and your workspace for peak efficiency.
- ✓ Understand the importance of, and the most useful techniques for, setting and achieving goals.
- ✓ Identify the right things to be doing and develop plans for doing them.
- ✓ Learn what to delegate and how to delegate well.
- ✓ Take control of things that can derail your workplace productivity.

What Topics are Covered?

- ✓ The Power of a Change
- ✓ Changing Our Perspective
- ✓ Setting Goals
- ✓ Planning Tips and Tricks
- ✓ Setting a Routine
- ✓ Doing it Right
- ✓ Putting an End to Procrastination
- ✓ Getting Organized
- ✓ Organizing Your Files
- ✓ Managing Your Workload

GETTING STUFF DONE

Why are there so many different organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you. Over the course of this two-day workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!

What Will Students Learn?

Identify what personal efficiency is, what skill sets can improve personal productivity, and what attitudes we should cultivate
Explain why multi-tasking a myth is
Describe what role long-term goals play in short-term efficiency
Share a personal vision and develop dreams and goals from it
Apply the 80/20 rule and learn how it should affect planning
Identify the characteristics of a good organizational system
Develop a plan for an efficient workspace, including a customized information centre and a filing system
Apply a system that will allow them to process any type of information that crosses their desk
Use the Eisenhower principle to prioritize work and routines to simplify lives
Understand why they procrastinate and develop methods for tackling tasks
Apply tools to make their households more productive and efficient

What Topics are Covered?

Understanding personal efficiency
Developing the right attitude
Laying the foundation
Building blocks of an organizational system
Creating the right environment
Setting up your virtual environment and information management centre
Managing information in six easy steps
Prioritizing your tasks
Saying no
Creating routines
Stopping procrastination now (not later!)
Applying our lessons at home

INTRAPRENEURSHIP

Intrapreneurship has been described as a great way to make beneficial changes to your organization. People can choose to continue with the status quo, or they can work to make a difference in the lives of themselves and others within the company.

Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If you answered yes to these questions, then this course will help you become energized and ready to push your ideas forward. After you complete this workshop, you will have ways to get started and implement your plans.

What Will Students Learn?

- Understand the importance of intrapreneurship in today's economy
- Identify the characteristics of an intrapreneur and assess your own strengths
- Create an intrapreneurial team within your organization
- Understand the process of intrapreneurship
- Develop a new product or process idea
- Understand the importance of a sales strategy
- Create a start-up financial statement

What Topics are Covered?

- What is intrapreneurship?
- Why is intrapreneurship important?
- Characteristics of intrapreneurs
- Picking your team
- Are you an intrapreneur?
- Becoming an intrapreneur
- Creating and selling your ideas
- The implementation plan
- ✓ Mock innovation fair

NETWORKING FOR SUCCESS

Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. These achievements don't come through a direct sales approach, however. They come from being interested in helping others, in listening, and in purposefully meeting and introducing people to one another. In this two-day course, you'll learn the essential ingredients for business networking, including in-person, people-centred connections and online spaces such as LinkedIn.

What Will Students Learn?

- Introduce yourself in a meaningful, memorable way, even if you've never worked on an elevator pitch before
- Be goal focused about networking so that you make the most of events you attend
- Apply the concept of give first and be helpful as part of a system of reciprocity
- Use strategy and systems in order to network effectively
- Leverage the availability and usefulness of the Internet, including LinkedIn and Twitter

What Topics are Covered?

- Assessing your networking skills
- Identifying opportunities and customizing your approach
- Creating a positive first impression
- Your memorable intro
- Starting the conversation
- The handshake
- Business cards
- Handling tough situations
- Following up
- Organizing your network
- Leveraging the internet

CRITICAL ELEMENTS OF CUSTOMER SERVICE

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This two-day course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

What Will Students Learn?

- ✓ Demonstrate a customer service approach
- ✓ Understand how your own behavior affects the behavior of others
- ✓ Demonstrate confidence and skill as a problem solver
- ✓ Apply techniques to deal with difficult customers
- ✓ Make a choice to provide customer service

What Topics are Covered?

- ✓ What is customer service? Who are your customers?
- ✓ Meeting expectations
- ✓ Setting goals
- ✓ Communication skills and telephone techniques
- ✓ Dealing with difficult customers and people
- ✓ Dealing with challenges assertively
- ✓ Dealing with stress
- ✓ The first critical element: A customer service focus
- ✓ The second critical element: Defined in your organization
- ✓ The third critical element: Given life by employees
- ✓ The fourth critical element: Be a problem solver
- ✓ The fifth critical element: Measure it
- ✓ The sixth critical element: Reinforce it

CONQUERING YOUR FEAR OF SPEAKING IN PUBLIC

Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one-day workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

What Will Students Learn?

- ✓ Speak with more confidence in one-on-one conversations
- ✓ Feel more confident speaking socially or small groups such as meetings
- ✓ Practice developing these skills in a safe and supportive setting

What Topics are Covered?

- ✓ Good communication skills
- ✓ Interpersonal skills
- ✓ Getting comfortable in conversation
- ✓ Practicing dialogue
- ✓ Redesigning yourself for strength
- ✓ Professionalism
- ✓ Maximizing meetings
- ✓ Sticky situations
- ✓ Controlling nervousness

ADVANCED WRITING SKILLS

This is a one-day workshop for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports.

What Will Students Learn?

- ✓ How to make your writing clear, complete, concise, and correct.
- ✓ How to improve sentence construction and paragraph development.
- ✓ How to deal with specific business requests.
- ✓ How to create effective business cases, proposals, and reports.
- ✓ How to thoroughly document sources that you use in your writing.

What Topics are Covered?

- ✓ The C's of writing
- ✓ Writing mechanics
- ✓ Dealing with specific requests
- ✓ Preparing business documents
- ✓ Editing techniques

WRITING REPORTS AND PROPOSALS

What Will Students Learn?

- ✓ Prepare reports and proposals that inform, persuade, and provide information.
- ✓ Review your work so that it is clear, concise, complete, and correct.
- ✓ Apply these skills in real work applications.

What Topics are Covered?

- ✓ The stages of report writing (investigating, planning, writing, and revising)
- ✓ Using headings, charts, and graphs
- ✓ The parts of a proposal
- ✓ Persuasion, designing a message, and tough questions
- ✓ Giving credit

GETTING STUFF DONE

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What Will Students Learn?

Identify what personal efficiency is, what skill sets can improve personal productivity, and what attitudes we should cultivate
Explain why multi-tasking a myth is
Describe what role long-term goals play in short-term efficiency
Share a personal vision and develop dreams and goals from it
Apply the 80/20 rule and learn how it should affect planning
Identify the characteristics of a good organizational system
Develop a plan for an efficient workspace, including a customized information centre and a filing system
Apply a system that will allow them to process any type of information that crosses their desk
Use the Eisenhower principle to prioritize work and routines to simplify lives
Understand why they procrastinate and develop methods for tackling tasks
Apply tools to make their households more productive and efficient

What Topics are Covered?

Understanding personal efficiency
Developing the right attitude
Laying the foundation
Building blocks of an organizational system
Creating the right environment
Setting up your virtual environment and information management centre
Managing information in six easy steps
Prioritizing your tasks
Saying no
Creating routines
Stopping procrastination now (not later!)
Applying our lessons at home