

## *TRAINING PROSPECTUS 2018*



### Training & Development

- ✓ **Learnerships**
- ✓ **Compliance Training**
- ✓ **Employee Relations Training**
- ✓ **Leadership Skills**
- ✓ **Business Courses** - *all available on e-learning!*
- ✓ **Computing Courses**
- ✓ **E-learning**



## Learnerships

### Learning Exchange (Driving)



<b>SAQA ID</b>	<b>Qualification Title</b>
13716	National Certificate in Professional Driving
50285	National Certificate in Professional Driving L3
57831	National Certificate Freight Handling L3
48439	Further Education & Training Certificate: Road Transport Supervision L4
59298	Further Education and Training Certificate: Freight Forwarding and Customs Compliance L4
59300	General Education and Training Certificate: Transport L1
59365	Freight Forwarding and Customs Compliance L3
64829	Lifting Machine Operations L4
65529	Transport Operations L4

### Pendula



<b>SAQA ID</b>	<b>Qualification Title</b>
61755	Business Practice L1
67465	Business Administration L3
74630	Generic Management L4
66069	Generic Management L5
49129	Management and Administration L4
67464	Marketing L4
50080	Project Management L4+L5
61592	Human Resources Management and Practices L5
66249	New Venture Creation L4
80566	Call Centre Support L2+L3
71489	Contact Centre Operations L4
63409	Wholesale and Retail Operations L3
58206	Wholesale and Retail Operations L2
<i>Other:</i>	
74290	Occupational Health, Safety and Environment L2
50062	Occupational Hygiene and Safety L3

### Learning Exchange (Various Lifting Equipment)



<b>Unit Standard</b>	<b>Unit Standard Title</b>
116254	Operate a Mobile Crane
116255	Operate a Tower Crane
242974	Operate overhead/gantry cranes
242978-C32	Operate a Truck-Mounted Crane (C32)
242974	Operate counter-balanced Lift Truck
116253	Operate a Truck mounted Loader Crane

## Learning Exchange (Yellow Plant)

Unit Standard	Unit Standard Title
262764	Operate a Watercart
262734	Operate a Tip truck
262805	Operate a Roller
262824	Operate a Side Boom
262727	Operate a backhoe/loader
262790	Operate a Service Truck
262729	Operate a Tracked Dozer
262745	Operate an Articulated Dump Truck
262744	Operate an Excavator
262735	Operate a Grader
262747	Operate front end loader
262712	Operate a skid steer loader
262713	Operate a wheeled dozer
262731	Operate a Rigid Body Dump Truck
229998	Explain and perform fall arrest techniques when working at height
119074	Erect and dismantle scaffolding
263245	Erect, use and dismantle access scaffolding
261664	Erect, use and dismantle access equipment for construction work
123260	Operate tailgates and Tail- lifts
242972	Operate advanced defined purpose Lift Trucks
242981-F12	Operate defined purpose lift trucks (F12)
242981-F06	Operate defined purpose lift trucks (F06)
242981-F07	Operate defined purpose lift trucks (F07)

## Compliance Courses

1. Perform Basic Fire Fighting
2. HIV/AIDS Awareness
3. Basic First Aid in the Workplace
4. Convey Dangerous Goods by Road\*
5. OHS



Accreditation: Quality Council for Trades and Occupations (QCTO)  
 Transport Education Training Authority (TETA)  
 Construction Education Training Authority (CETA)  
 Department of Transport  
 Department of Labour

## Employee Relations

*Industrial Relations and Labour Law*

(\*denotes SETA accreditation)



1. Discipline & Dismissals - Under the LRA of 1995
2. Practical Labour Law \*
3. Managing Poor Performance & Incapacity
4. Initiating Disciplinary Enquiries \*
5. Rules of Evidence \*
6. Chairing Disciplinary Enquiries \*
7. Practical Arbitration Skills
8. Practical Negotiating Skills - Labour Relations

9. Linking IR & Leadership
10. Disciplinary Handling Refresher



### Human Resources

1. HR Role in Discipline
2. Shopfloor Role Dynamics
3. Employment Equity Act
4. Performance Management \*
5. Sexual Harassment: The Code of Good Practice
6. Paterson Job Evaluation (includes job profiling)
7. Selecting for Excellence \*
8. Workplace Coaching and Mentoring



### Shop Steward Development

1. Shop Steward Leadership Skills
2. Shop Steward Disciplinary Handling Skills
3. Shop Steward Functional Skills



### Leadership Skills

#### *Practical Leadership Skills L4*

1. Leadership Communication Skills
2. Understanding Leadership
3. Role of the Leader
4. Motivating a Work Team
5. Job Instruction & Coaching

#### *Practical Leadership Skills L5*

1. Leadership Communication Skills
2. Team Building Skills
3. Understanding Operational Leadership
4. Selection & Coaching Skills
5. Assertive Conflict Handling
6. Handling Complaints & Grievances



### SPECIALISED COURSES

1. Assertive Conflict Handling
2. Handling Complaints & Grievances
3. Assertiveness & Time Management
4. Championing Diversity
5. Course Facilitator Skills
6. Effective Presentation Skills
7. Induction Programme Customised
8. Basic Business Awareness
9. Employee Business Awareness
10. Practical Negotiating Skills - Commercial Negotiations
11. Leadership Development

12. Energized Teams
13. **NEW!** Basic Business Awareness



## **Business Courses (Soft Skills)**

**NEW: all available on e-learning!**

### **Business Strategy & Entrepreneurship**

1. Basic Business Management - Boot Camp for Business Owners
2. Building a Consulting Business
3. Building an Online Business
4. Business Ethics for the Office
5. Business Etiquette - Gaining That Extra Edge
6. Business Succession Planning - Developing and Maintaining a Succession Plan
7. Communications for Small Business Owners
8. Conducting Accurate Internet Research
9. Creative Thinking and Innovation
10. Entrepreneurship 101
11. Developing a High Reliability Organization
12. Intrapreneurship
13. Knowledge Management
14. Skills for the Administrative Assistant
15. Working Smarter - Using Technology to your Advantage
16. Writing a Business Plan
17. Writing for the Web
18. Writing Reports and Proposals

### **Communication**

1. Active Listening
2. Advanced Writing Skills
3. Body Language: Reading Body Language as a Sales Tool
4. Business Writing That Works
5. Communication Strategies
6. Conflict Resolution - Dealing With Difficult People
7. Conflict Resolution - Getting Along In The Workplace
8. Conquering Your Fear of Speaking in Public
9. Meeting Management - The Art of Making Meetings Work
10. The Minute Taker's Course
11. Influence and Persuasion

### **Customer Service**

1. CRM - An Introduction to Customer Relationship Management
2. Customer Service Training - Critical Elements of Customer Service
3. Customer Service Training - Managing Customer Service

### **Finance & Accounting**

**NEW: all available on e-learning!**

1. Accounting Skills for New Supervisors
2. Budgets and Managing Money

### **Human Resources and People Management**

1. Human Resources Training - HR for the Non-HR Manager
2. Creating a Top-Notch Talent Management Program
3. Managing Across Cultures
4. Managing Difficult Conversations

5. Conducting Effective Performance Reviews
6. Managing the Virtual Workplace
7. Motivation Training - Motivating Your Workforce
8. Performance Management - Managing Employee Performance
9. Creating Successful Staff Retreats
10. Team Building - Developing High Performance Teams
11. Tough Topics: Talking to Employees about Personal Hygiene
12. Developing a Lunch and Learn Program

### **Logistics and Supply Chain**

1. Inventory Management - The Nuts and Bolts
2. Logistics and Supply Chain Management
3. Purchasing and Procurement Basics

### **Management & Leadership**

1. Conversational Leadership
2. Beyond Workplace Politics: Using Social and Emotional Competencies
3. Building Better Teams
4. Managing Pressure and Maintaining Balance
5. Business Leadership - Becoming Management Material
6. Conference and Event Management
7. Delegation - The Art of Delegating Effectively
8. Developing Your Executive Presence
9. Employee Accountability
10. Goal Setting
11. Leadership Skills for Supervisors - Communication, Coaching, and Conflict
12. Problem Solving; Decision Making
13. Self-Leadership
14. Strategic Planning
15. The ABCs of Supervising Others
16. The Professional Supervisor
17. Risk Management
18. Global Business Strategies

### **Personal Development**

**NEW: all available on e-learning!**

1. Building Your Self Esteem and Assertiveness Skills
2. Critical Thinking
3. Emotional Intelligence
4. Getting Stuff Done - Personal Development Boot Camp
5. Personal Brand: Maximizing Personal Impact
6. Public Speaking - Speaking Under Pressure
7. Public Speaking - Presentation Survival School
8. Research Skills
9. Stress Management
10. Time Management - Get Organized for Peak Performance

### **Project and Process Management**

1. Advanced Project Management
2. Balanced Scorecard Basics
3. Business Process Management
4. Change Management - Change and How to Deal With IT

5. Crisis Management
6. Effective Planning and Scheduling
7. Intermediate Project Management
8. Lean Process Improvement
9. Process Improvement with Gap Analysis
10. Project Management Fundamentals
11. Project Management Training - Understanding Project Management
12. Project Management: All You Need to Know
13. Project Planning: All You Need to Know
14. Six Sigma: Entering the Dojo

### **Sales & Marketing**

1. Basic Internet Marketing
2. Branding: Creating and Managing Your Corporate Brand
3. Building a Brand on Social Media
4. Building Relationships for Success in Sales
5. Call Centre Training - Sales and Customer Service Training for Call Centre Agents
6. Creating a Google AdWords Campaign
7. Creating Winning Proposals
8. E-Commerce Management
9. Introduction to E-Mail Marketing
10. Marketing and Sales
11. Marketing for Small Businesses
12. Marketing with Social Media
13. Negotiating for Results
14. Networking for Success
15. Overcoming Objections to Nail the Sale
16. Public Relations Boot Camp
17. Selling Smarter
18. Social Selling for Small Businesses
19. Telemarketing - Using the Telephone as a Sales Tool

### **Training and Development**

**NEW: all available on e-learning!**

1. The Practical Trainer
2. Advanced Skills for the Practical Trainer
3. Coaching and Mentoring
4. Developing a Training Needs Analysis
5. Developing Your Training Program
6. Facilitation Skills
7. Measuring Training Results



### **Computing Courses**

#### **Computer Literacy and Windows**

1. Computer Basics - Foundation
2. Computer Basics - Intermediate
3. Computer Basics - Advanced
4. Computer Basics - Expert
5. Microsoft Windows 10: Part One
6. Microsoft Windows 10: Part Two
7. Microsoft Windows 10: Transition from Microsoft Windows

8. Microsoft Windows 8 - Foundation
9. Microsoft Windows 8 - Intermediate -
10. Microsoft Windows 8 - Advanced
11. Microsoft Windows 8 - Expert

### MS Office 2013

- |  |                                    |
|--|------------------------------------|
| 1. Excel 2013 Advanced Essentials      | 8. PowerPoint 2013 Core Essentials |
| 2. Excel 2013 Core Essentials          | 9. PowerPoint 2013 Expert          |
| 3. Excel 2013 Expert                   | 10. PowerPoint 2013 Expert         |
| 4. Outlook 2013 Advanced Essentials    | 11. Project 2013 Core Essentials   |
| 5. Outlook 2013 Core Essentials        | 12. Project 2013 Core Essentials   |
| 6. Outlook 2013 Expert                 | 13. Word 2013 Core Essentials      |
| 7. PowerPoint 2013 Advanced Essentials | 14. Word 2013 Core Essentials      |

## Business Courses

### Business Strategy & Entrepreneurship

#### Basic Business Management - Boot Camp for Business Owners

Owning a business requires a vision balanced with attention to detail. You need to be a generalist who understands the multiple aspects of running a business, as well as the ability to step back and see the big picture and to reach into the future.

This course provides essential learning for new business owners, whether the business is just in the idea stage or you have already begun and need to fill in the gaps.

#### Building a Consulting Business

Today's business environment isn't focused on 9-to-5, lifelong, static positions like it was decades ago. Our world is constantly shifting and evolving, meaning that businesses (and workers) must evolve with it. As a result of this shift, consultants have more opportunities than ever before. This course will show you how to build a business as a consultant

#### Building an Online Business

The Internet has changed the way that we work, live, shop, and play. You can take advantage of this new way of doing business whether you want to set up a part-time venture or create the next million-dollar enterprise. This course will give you everything that you need to build a successful online business.

#### Business Ethics for the Office

This course will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We'll also look at some tools that you can use when you're faced with an ethical decision. And, we'll look at some techniques you can use so you don't get stuck in an ethical quandary. Best of all, we'll look at a lot of case studies so that you can practice making decisions in a safe environment.

#### Business Etiquette - Gaining That Extra Edge

This course will help you handle most of those socially difficult moments. You'll have an extra edge in areas that you may not have given a lot of thought of until now.

#### Business Succession Planning - Developing and Maintaining a Succession Plan 2 days

Change is a hallmark of today's business world. In particular, our workforce is constantly changing – people come and go, and move into new roles within the company. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone new to

take their place. This course will help you teach the basics about creating and maintaining a succession plan.

### **Communications for Small Business Owners**

This is a course to introduce and reinforce the essential components of written communication that will connect you with existing and potential customers. If you are new to the communications highway, this course will provide the foundation for future development. If your company has some communications expertise, this course will help you strengthen and polish your essential components.

### **Conducting Accurate Internet Research**

This course will teach students how to conduct accurate Internet research by creating a search plan, searching both the surface web and the deep web, and staying organized. Students will also learn how to think critically and find the best sources for their Internet search.

### **Creative Thinking and Innovation**

While some people seem to be simply bursting with creativity, others find it a struggle to think outside the square. If you fall into the latter category, it is important to understand that boosting your creative and innovative abilities takes practice. Recognizing and honing your own creative potential is a process. That's what this course is all about.

### **Entrepreneurship 101**

This course will teach you the basics of entrepreneurship. You'll consider if entrepreneurship is right for you and learn the basic steps of creating your own business. At the end of the course, you'll have a solid foundation to start your entrepreneurial journey.

### **Developing a High Reliability Organization**

This course will explore how these organizations maintain high reliability even in times of serious crisis and stability. We will share their secrets in a way that can be applied to all organizations in order to create high reliability and continued success.

### **Intrapreneurship**

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

### **Knowledge Management**

Understanding how to manage the knowledge within your organization is the key to business success. Mismanagement of organizational knowledge comes with a price: frustrated employees, angry customers, and decreased productivity. All of these things can affect a business' bottom line. The purpose behind knowledge management is to help us bridge organizational gaps and to use our greatest asset (our knowledge) to take our business performance to the next level. The theory of knowledge management has emerged to help us harness and enhance both the individual and collective brain power of our businesses. This course will introduce participants to knowledge management tips, techniques, and proven processes.

### **Skills for the Administrative Assistant**

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on our job satisfaction is our relationship with others.

Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This course is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.

### **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 course will show participants how to leverage technology to work smarter, not harder.

### **Writing a Business Plan**

This 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.

### **Writing for the Web**

The Internet is full of fascinating places to find information, check out your favorite companies and stores, look for deals, read the news, and much more. However, people don't read information on the web in the same way that they read a printed newspaper, magazine, or a book. As writers, we have to be very aware of how people approach a web page so that we can create interesting and engaging content. This course is for people who write for readers on the web.

### **Writing Reports and Proposals**

It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether you need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a skill you will use again and again. Having a method to prepare these documents will help you be as efficient as possible with the task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.

## **Communication**

### **Active Listening**

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This course will help participants develop and practice their active listening skills.

### **Advanced Writing Skills**

This is a course 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.

### **Body Language: Reading Body Language as a Sales Tool**

Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you? Find out in this one day course!

### **Business Writing That Works**

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This course will give participants the tools to become better writers

### **Communication Strategies**

A major goal of this course is to help participants understand the impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life.

### **Resolution - Dealing with Difficult People**

Success comes from understanding how we behave, as well as how we can influence others. If we approach difficulties as needing to take place in one or a series of conversations, and we approach those conversations with a plan, we will find that we have less difficult people to deal with. More often than not, we will also have more meaningful and significant conversations. In this course, you will teach participants how to turn difficult situations into opportunities for growth.

### **Conflict Resolution - Getting Along In The Workplace**

This course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome

### **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 course 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.

### **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 course 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.

### **The Minute Taker's Course**

If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? After this course you will understand your role as a minute-taker and the best techniques for producing minutes that include all the essential information needed.

### **Influence and Persuasion**

When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This course will help participants learn how to influence and persuade in a variety of areas.

## Customer Service

### **CRM - An Introduction to Customer Relationship Management**

This course will help you introduce the different facets of Customer Relationship Management (CRM) to participants. It will also help you teach them how to identify who their customers really are, analyze the key components of CRM, and understand how it integrates within an organization.

### **Customer Service Training - Critical Elements of Customer Service**

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This 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.

### **Customer Service Training - Managing Customer Service**

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This course will provide participants with opportunities to explore their responsibilities within their role as a leader (supervisor or manager) in a customer service environment

## Finance & Accounting

### **Accounting Skills for New Supervisors**

Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However, these are all important concepts to understand if you're going to succeed in today's business world, particularly as a supervisor. Even better, financial terms are not as scary as they seem!

### **Budgets and Managing Money**

Understanding the cycle of finance will help you figure out where you fit into your company's financial structure, and how to keep your department out of the red. This course will help you prepare budgets and make decisions with confidence.

## Human Resources and People Management

### **Human Resources Training - HR for the Non-HR Manager**

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This course will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

### **Creating a Top-Notch Talent Management Program**

Organizations recognize that they do better business when their people are engaged, motivated, and yes, talented. Having the right people in place at the right time is a key aspect to continued growth, success, or even just stability. This course will provide you with just what it takes to have the right people ready. It will help you create a program to measure the talents of your people and how to help them grow in preparation for the future. It will also help you support and grow your organization by teaching you how to apply the most current research and adapt your organization to the ever-changing marketplaces.

### **Managing Across Cultures**

Our culture defines many aspects of how we think, feel, and act. It can be challenging for managers to bridge cultural differences and bring employees together into a functioning team. This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.

### **Managing Difficult Conversations**

We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This course will give you the tools to manage difficult conversations and get the best results possible out of them.

### **Conducting Effective Performance Reviews**

Setting goals and objectives to aim for will give both supervisors and employees a focus, and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities.

### **Managing the Virtual Workplace**

There are big benefits to today's virtual workplace, but there can be big challenges, too. This course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers.

### **Motivation Training - Motivating Your Workforce**

It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This course will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

### **Performance Management - Managing Employee Performance**

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This course will help you teach participants some ways of achieving those tasks, including:

### **Creating Successful Staff Retreats**

A staff retreat can evoke some pretty strong emotions. Dread of a week hanging around with people you would never invite home for dinner. Queasy thinking about throwing yourself backwards hoping your 'new friends' will catch you. However, staff retreats still continue even in hard times. Why? Many of the things we really need to get done take longer than the two hours you have in meeting time. As well, the retreat itself can bring about a change in approach not possible sitting in your boardroom for a meeting. This course will give you tools to be able to create staff retreats that are successful and help to bolster productivity, sales and positive workplace culture.

### **Team Building - Developing High Performance Teams**

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This course is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

### **Tough Topics: Talking to Employees about Personal Hygiene**

This course has two major themes. First, we'll give you a framework for having those tough conversations. We'll also give you some guidelines for customizing that framework for your organization. Then, we'll look at some common tough conversations that come up, including body odor, flatulence, poor clothing and hair decisions, and bad breath. At the end of the course participants will have a chance to role play a tough situation. You'll walk away well prepared for any kind of challenging conversation.

### **Developing a Lunch and Learn Program**

This course will give you tools to be able to create a Lunch and Learn Program that creates opportunities for learning that might not otherwise happen. You will also prepare a short Lunch and Learn session and receive feedback from other course participants.

## **Logistics and Supply Chain**

### **Inventory Management - The Nuts and Bolts**

This is an introductory course for you, the warehouse or stockroom manager, the person in charge of what comes in and goes out of your company. You want a smooth and cost-effective operation, with enough products on hand to satisfy needs without stockpiling too much. This course will discuss all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.

### **Logistics and Supply Chain Management**

The supply chain is a crucial part of any business' success. Optimizing the flow of products and services as they are planned, sourced, made, delivered, and returned can give your business an extra competitive edge. This course will introduce you to the basic concepts of supply chain management, including the basic flow, core models, supply chain drivers, key metrics, benchmarking techniques, and ideas for taking your supply chain to the next level.

### **Purchasing and Procurement Basics**

In this course, you'll learn the basics of procurement, including what a supply chain looks like, the purchasing cycle, essential tools and strategies for making the best purchasing relationships work, managing bids, and more.

## **Management & Leadership**

### **Conversational Leadership**

Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on.

### **Beyond Workplace Politics: Using Social and Emotional Competencies**

This course will explore the social and emotional competencies and their role in working beyond workplace politics!

### **Building Better Teams**

With teams at the core of corporate strategy, an organization's success can depend on how well team members operate together. How are their problem-solving skills? Is the team enthusiastic and motivated to do its best? Do they work well together? This course can help participants get there!

### **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 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.

### **Business Leadership - Becoming Management Material**

This course is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

### **Conference and Event Management**

Although it does take plenty of creativity to design an event that is memorable and meaningful, it also takes careful attention to detail, adaptability, effective delegating, and a lot of work. This course will walk you through the process of event management, from the beginning stages of planning, to the final touches (like decorations, food, and music).

### **Delegation - The Art Of Delegating Effectively**

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one day course will explore many of the facets of delegation, including when to delegate and whom to delegate to. We will also go through the delegation process step by step and learn about techniques to overcome problems

### **Developing Your Executive Presence**

Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? If not, is it something that you would like to develop? This course will help you do just that by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively. You will also receive an introduction to core leadership skills.

### **Employee Accountability**

In this course, you will learn about what accountability is how to promote it in your organization, and how to become more accountable to yourself and others.

### **Goal Setting**

We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This course will lead participants through thinking, planning, and taking action on the things they really want. They will learn ways to ensure that they get where they want to go in life.

### **Leadership Skills for Supervisors - Communication, Coaching, and Conflict**

Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful

### **Problem Solving; Decision Making**

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 course is all about.

### **Self-Leadership**

Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This course will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

### **Strategic Planning**

If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful way that people can relate to. This course will help you describe what you want to do and get people where you want to go.

### **The ABCs of Supervising Others**

This course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

### **The Professional Supervisor**

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This course can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!

### **Risk Management Risk**

Management has long been a key part of project management and it has also become an increasingly important part of organizational best practices. Corporations have realized that effective risk management can not only reduce the negative impact of crises; it can provide real benefits and cost savings.

The risk management framework provided in this course is flexible enough for any organization. You can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program.

### **Global Business Strategies**

Topics such as trade financing, regulatory considerations, international business planning, sustainability, and much more are included in this course. The materials here are well suited for small and medium sized business leaders as they prepare to take their company into the global marketplace.

## **Personal Development**

### **Building Your Self Esteem and Assertiveness Skills**

A healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this course, participants will discover some techniques that can dramatically change how they feel about themselves, and how they approach the world to get the things that they want.

### **Critical Thinking**

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This course will give you some practical tools and hands-on experience with critical thinking and problem solving.

### **Emotional Intelligence**

This course will help you teach participants how to: Understand what emotional intelligence means, Recognize how our emotional health and physical health are related  
Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace.

### **Getting Stuff Done - Personal Development Boot Camp**

Over the course of this course, 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!

### **Personal Brand: Maximizing Personal Impact**

This course is a exploration about the type of impact we want to have in life and work. Participants will consider and define the influence that they can have on their life and work. They will also learn skills for success and how to create those circumstances.

### **Public Speaking - Speaking Under Pressure**

This course has been designed for those in positions where they must speak in front of audiences that are hostile or demanding. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization.

### **Public Speaking - Presentation Survival School**

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this course, participants will master the skills that will make them a better speaker and presenter.

### **Research Skills**

This course will teach you how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of your project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources, including a library's Dewey Decimal System, journals, and the Internet

### **Stress Management**

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This course explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

### **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 course, 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.

## Project and Process Management

### **Advanced Project Management**

This course 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.

### **Balanced Scorecard Basics**

Over the past several decades, organizations have come to realize that success cannot only be measured in dollars and cents. Intangible assets (like a company's reputation, the knowledge base created by their employees, and training initiatives) can make up a huge portion of a company's wealth. This course will introduce participants to the basics of the balanced scorecard and help them determine if this powerful tool is a good fit for their organization.

### **Business Process Management**

This course will introduce participants to business process management. Students will learn how business processes can help improve their company's bottom line by providing a higher level of quality and consistency for customers.

### **Change Management - Change and How to Deal With IT**

Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

In this course, you will learn how to manage and cope with change and how to help those around you too.

### **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 course will help you ensure your organization is ready to manage any kind of crisis.

### **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 course 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.

### **Intermediate Project Management**

This course is intended for those who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. Today will take you through the remaining three stages: planning, execution, and termination.

### **Lean Process Improvement**

This course will give participants the foundation to begin implementing Lean process improvement tools in their workplace. The first day will explore the foundations of Lean through the Toyota

precepts and the five critical improvement concepts (value, waste, variation, complexity, and continuous improvement). The second day will give participants tools to perform continuous improvement in their organization, including 5S, 5W-2H, PDSA, DMAIC, Kaizen, GenchiGenbutsu, and various Lean data mapping methods.

### **Process Improvement with Gap Analysis**

This 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

### **Project Management Fundamentals**

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

### **Project Management Training**

Understanding Project Management This course is not intended to take participants from a supervisory or administrative position to that of a project manager. However, these three days will familiarize them with the most common terms and the most current thinking about projects.

In this course, you will walk participants through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. They may still have to cope with the unexpected, but they'll be better prepared.

### **Project Management: All You Need to Know**

In this course, you will gain experience using the most common project management execution tools from Project Tracking Forms, Risk Monitoring Tables to Communications Plans, Change Request Forms, Issues Logs and Lessons Learned Forms. Your small projects will be more successful than ever!

### **Project Planning: All You Need to Know**

In this course, we will gain experience using the most common project management planning tools and will completely plan a case study project from Statement of Work through Work and Resource Breakdown, Scheduling and end up with a completed Project Planning Worksheet. Your small projects will be more successful than ever!

### **Six Sigma: Entering the Dojo**

This course is designed to introduce students to basic concepts of Six Sigma particularly in continuous process improvement. Various quality tools used in process improvements will be explored as well as the importance of customer relationships. Courses in Lean, quality and teams will provide knowledge on the other aspects of how Six Sigma works. It is a predecessor to studies in Six Sigma Yellow, Green and Black Belt.

## **Sales & Marketing**

### **Basic Internet Marketing**

This course is an ideal start for business owners and people new to marketing to learn the basics of Internet marketing. We've included information on how to market online, and even more importantly, how to determine what results you are getting. Then, you can figure out whether you are reaching your target market, where your qualified prospects are, and how they are engaged as a result of your efforts. This course includes sessions on search engine optimization, e-mail campaigns, pay per click advertising, and more.

### **Branding: Creating and Managing Your Corporate Brand**

This course will get you started on the road to creating a perfect brand. The first day will cover the basics of branding, including how to develop a visual identity from start to finish. We will also give

you some graphic design tips to help you communicate your expectations to a professional designer. The second day will focus on how to put your brand out there in the right way. We'll also talk about how to keep your brand energized and alive with monitoring and evaluation tools

### **Building a Brand on Social Media**

Your brand speaks for your company and its products and/or services. In today's online-focused world, it's important that your brand has a definitive, consistent, and responsive presence.

Whether you're looking to build a brand from scratch, or strengthen an existing brand, this course will help you build a brand using social media. We'll cover how to build a social media strategy, identify social media platforms that fit your brand, craft strong messages that will engage your audience, and evaluate and revise your strategy.

### **Building Relationships for Success in Sales**

No one questions that making friends is a good thing. In this course, participants will discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

### **Call Centre Training - Sales and Customer Service Training for Call Centre Agents**

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centres are a business element that is here to stay. This course will help call centre agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which we will explore in detail throughout this energizing and practical course

### **Creating a Google AdWords Campaign**

Many companies advertise with pay per click ads. This course focuses on the largest machine available: Google AdWords. In this course, participants will learn how Google AdWords work, what pay per click means, and the importance of correctly setting an AdWords budget, how to select keywords and set up ad groups, how to design a compelling ad, and how to make adjustments to increase success.

### **Creating Winning Proposals**

Proposals are persuasive documents that are fundamental tools in organizational funding and output. This course will look at sources of funding, types of proposals and how to write proposals that will meet funding agencies requirements. This will include a number of tips and techniques to increase the potential success of your proposals.

### **E-Commerce Management**

This program will teach entrepreneurs how to develop, market, and manage an e-commerce business, giving them a crucial advantage in today's competitive market.

### **Introduction to E-Mail Marketing**

E-mail marketing is here to stay, and knowing how to do it well is essential for marketers as well as small business owners, coaches, and consultants. In this course you'll learn the essentials of planning, creating, and delivering exceptional e-mail marketing campaigns that support your overall marketing strategy. After this course, you will be able to reach more clients and potential clients through your efforts at being an e-mail influencer.

### **Marketing and Sales**

A small marketing budget doesn't mean you can't meet your goals and business objectives. You just have to be more creative in your marketing tactics. This course will show you how to get maximum exposure at minimum cost. You will learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.

### **Marketing for Small Businesses**

Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This course will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies.

### **Marketing with Social Media**

Social media remains an evolving aspect of our daily lives in addition to being a part of our businesses. This course is designed for people who have some familiarity with social media already. Participants will learn to develop a social media marketing plan as a part of their overall marketing strategy, determine who should be on their team, and choose how they will measure what is taking place. In addition, we will explore some of the major social media sites and look at how specialty sites and social media management tools can take their social media marketing to the next level.

### **Negotiating for Results**

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

### **Networking for Success 2 days**

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 course, participants will learn the essential ingredients for business networking, including in-person, people-centered connections and online spaces such as LinkedIn.

### **Overcoming Objections to Nail the Sale**

If you are like most sales professionals, you are always looking for ways to overcome customer objections and close the sale. This course will help you to work through objections effectively. We will help you plan and prepare for objections so that you can address customer concerns, reduce the number of objections you encounter, and improve your averages at closing sales.

### **Public Relations Boot Camp**

The field of public relations has changed with the evolution of computers and the speed with which information can spread. However, the need for public relations to be clear, concise, and accurate while being completely appropriate for the situation has not changed however. In this comprehensive course, learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage your media relations.

### **Selling Smarter**

It's no secret that the sales industry continues to change and evolve rapidly. This is an exciting and dynamic profession, although it is often underrated and misunderstood. The back-slapping, high pressure, joke-telling sales person has disappeared. In his place is a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence.

### **Social Selling for Small Businesses**

In this course, we're going to explore how social selling is an essential requirement for sales teams, and how the relationships that are created and nurtured within social media will help you grow and sustain your business. We'll also learn how to apply specific techniques to connect with your audience and potential fans in the social space.

### **Telemarketing - Using the Telephone as a Sales Tool Virtually**

Everybody in sales today sells over the phone at least part of the time. Perhaps it is time for you to evaluate how you use the telephone and where it fits into your sales and marketing mix.

This course will show you how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can dramatically increase your sales success. We will also talk about how to hone your communication skills, your ability to persuade, and techniques to personalize each sales call.

## **Training and Development**

### **The Practical Trainer**

This course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace. Participants will also have the opportunity to conduct a short group training session that incorporates these training

### **Advanced Skills for the Practical Trainer**

To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development. We want the enormous satisfaction that comes from working with others to help them reach their potential as human beings. This course will help you reach that goal.

### **Coaching and Mentoring**

Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.

Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

### **Developing a Training Needs Analysis**

The right training at the right time can make a huge difference in the productivity and profitability of your organization. Whether you are scanning your workplace for opportunities to make things better and training is the answer, or a client asks you to come into their organization and do an assessment, your answer is best framed in the form of a training needs analysis. Your ability to create an analysis that is comprehensive yet simply prepared is critical for it to be understood and acted upon. This course will help you to gather the information, access the data, and present your suggestions for training or non-training solutions

### **Developing Your Training Program**

Training is an essential element of development in any organization. Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation (or 'onboarding') for newly hired employees are a key factor in retention. This course is designed for a trainer who wants to develop training programs that are meaningful, practical, and will benefit both trainees and the organizations they work for

### **Facilitation Skills**

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, and planning and coordinating meetings all take time.

This course has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.

### Measuring Training Results

There are lots of good reasons to offer training, and even more reasons to participate and take training. But there is also an accountability element, where we ask ourselves:

- What was the value of that training?
- Did we meet the objectives that were set out?
- Did the training bring about some kind of lasting change in behavior?

In this course, we'll explore the essential elements in evaluating training and measuring results, while creating a process that is simple for trainers and human resource practitioners to implement.



Tel: (+27) 861 436 436  
Fax: (+27) 861 436 392  
<http://www.pendula.co.za>

[sales@pendula.co.za](mailto:sales@pendula.co.za)