



**A World Class Leader** in Training and Development

# **Soft Skills Training**



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# 1. Problem solving

## Course Content:

1. Problem Solving & Decision Making
2. Solving People Problems
3. Diagnosing People Problems
4. Dealing with personal problems
5. Managing change
6. Tools to facilitate decision making
7. Practical problem solving exercises

**Target:** All employees of an organization. Will be of particular value to newly appointed or promoted managers and supervisors with limited managerial skills, or persons who control work teams.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **2. Practical Delegation**

### **Course Content:**

1. The purpose & functions of management.
2. Delegation
3. Conflict management

**Target:** All levels of management, supervisors and candidates for promotion to management positions.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **3. Customer Service Excellence**

### **Course Content:**

1. What is customer service?
2. How to improve customer service?
3. Becoming a successful service person
4. Handling customer complaints
5. Putting it all into practice

**Target:** Management and all service personnel of the business.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **4. Train the Trainer**

### **Course Content:**

1. Introducing the Trainer
2. Introducing the trainee
3. Planning your course
4. Pre-course preparation
5. Conducting a course or lesson

**Target:** For supervisors who do on the job training, for individuals who wish to go into the training field, any person who is subject to teaching subordinates or fellow colleagues.

**Duration:** 5 Days

**Students:** Minimum of 5 to a Maximum of 15



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## **5. Practical Motivational Skills**

### **Course Content:**

1. Close the commitment gap
2. The five steps to success
3. Practice what you've learned

**Target:** All sales personnel.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **6. Selling Techniques**

### **Course Content:**

1. Accepting personal responsibility.
2. Motivation & goal setting
3. Self qualities & attitudes
4. Communication styles
5. Time management
6. The professional challenge

**Target:** All sales personnel.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **7. Effective Business Writing**

### **Course Content:**

1. Tips for better spelling
2. Punctuation pointers
3. Planning
4. Summary
5. Sample letters
6. Report writing

**Target:** All personnel who regularly engage in written communication, both internally and externally.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **8. Oral Communication & Business Etiquette Skills**

### **Course Content:**

1. Oral communication
2. Telephone communication
3. Listening
4. Why do customers quit?

**Target:** Managers and other employees who in the course of their duties could be called upon to represent the organization in a public situation.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **9. Secretarial Skills**

### **Course Content:**

1. The duties of a secretary
2. Basic telephone skills
3. Oral communication skills
4. Business writing skills
5. Overcoming obstacles

**Target:** Existing and potential secretaries and Personal Assistants

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **10. Time Management**

### **Course Content:**

1. Time as a resource
2. Measuring time
3. The urgency addiction
4. Key performance areas
5. The time waster
6. The time savers

**Target:** All employees who are to control and manage their own time.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **11. Supervisory Skills**

### **Course Content:**

1. Supervision and human relations.
2. Leadership
3. Principles of supervision
4. Sensitive personnel
5. Supervise work
6. Self development

**Target:** Supervisors, potential supervisors and team leaders.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **12. Leadership & Team Building**

### **Course Content:**

1. The function of a chairperson
2. Effective vs. Poor meetings
3. How to improve your meetings
4. Hints for Chairpersons
5. The functions of the Secretary

**Target:** Managers, Supervisors, Team Leaders or other personnel who are required to chair meetings

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## 13. Managing meetings

### Course Content:

6. The function of a chairperson
7. Effective vs. Poor meetings
8. How to improve your meetings
9. Hints for Chairpersons
10. The functions of the Secretary

**Target:** Managers, Supervisors, Team Leaders or other personnel who are required to chair meetings

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **14. Telesales / Telemarketing**

### **Course Content:**

1. What is Customer Service
2. Accepting personal responsibility
3. Motivation & Goal Setting
4. Self qualities & attitudes
5. Communication styles
6. The art of listening
7. The art of closing
8. Overcoming stalls & objectives

**Target:** All personnel, who make use of the telephone, do selling over the telephone

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15



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## **15. Personnel Planning, Recruitment & Appointment**

### **Course Content:**

1. Legal aspects
2. Protection
3. Role in emergency
4. Bomb threats
5. Fire prevention and protection
6. Self-defense 2
7. Written reports
8. The rod of Security Occupational Safety
9. The threats

**Target:** Employers, potential employers and personnel administrators.

**Duration:** 1 Day

**Students:** Minimum of 5 to a Maximum of 15