

SOFTSKILLS ACADEMY SCHEDULE CAPE TOWN



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SOFTSKILLS ACADEMY SCHEDULE CAPE TOWN

Intervention	Competency	Level	Unit Standards	Duration (Days)	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Cost (Excl VAT)
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Competency Based Recruitment	Resource Management	3-4	-	1	18			24			6			2			R 2 475
Change Management	Productivity	4-5	-	1	Presently offered on demand for closed group training sessions												R 2 475
Effective Communication in the workplace (Meetings, Presentations, Reports)	Communication	4-5	12433	2	12		28		22		3		13		13		R 3 850
Effective Presentation Skills	Presentations	4-5	12433	2	26			6			13			5		4	R 3 850
Effective Time Management	Productivity	3-4	-	1		16		3		13		11		27		1	R 1 675
Essential Skills for Formal Meetings	Organisational Development	4-5	242816	1		27		5		19		1		12			R 2 475
HR for Non-HR Managers	Resource Management	3-4	-	2		1			15			28			2		R 3 850
Morals & Ethics in the Work Environment	Organisational Development	4-5	252042	1		24			2			4		13			R 2 475
Productivity Workshop: Professional PA's and Administrators	Productivity	3-4	-	2	16		13		8	27		7		23		7	R 3 850
Productivity: Information and Self Management	Productivity	3-4	-	1		28		5		29		10		9		12	R 2 475
Report Writing	Communication	3-4	-	1	6		17		26		17		21		30		R1 675*
Stress Management	Productivity	3-4	-	1	30			3		26		3		18			R1 675*
Successful Minute Taking	Communication	3-4	-	1	11		1		30		10		28		29		R1 675*
Writing Skills (Business, Level 1)	Communication	4-5	119465 119457	2	9			5		20			7			4	R 3 850
Writing Skills (Business, Level 2)	Communication	4-5	12153	1		3			8		25		19		17		R 2 475
SPECIALISED BUSINESS SKILLS																	
Business Process Analysis: Foundation	Information Processing	3-4	-	5		20			29								R 8 975
Finance for Non-Financial Managers	Financial Acumen	3-4	-	2		6				14				12			R 4 550
Project Management & Principles (Non Project Managers)	Project Management	3-4	-	3	30			10			26			18			R 6 725
Train the Trainer (Based on CompTIA CTT+)	Presentations & Training	3-4	-	3			27				17				6		R 5 225
INTERPERSONAL SKILLS																	
Advanced Interpersonal Skills	Relationship Management	4-5	252027	1	31			18		22		2		17		22	R1 675*
Advanced Interpersonal Communication	Relationship Management	3-4	-	1		7	3		12		18		12		28		R 2 475

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Diversity in the Workplace - A South African perspective	Relationship Management	4-5	252043	1		17		4			31		20			6	R 2 475
Effective Conflict Resolution	Relationship Management	4-5	114226	2	23		30		24		11		5		20		R 3 850
Emotional Intelligence - Effective management of self and others	Self Development	4-5	252031	1		6		10		20		24		4		11	R 2 475
Negotiating	Relationship Management	3-4	-	1		20		11		30		14		25		5	R 2 475
The Business of Listening	Communication	3-4	-	1		10			19		7		27		9		R 2 475
INTRAPERSONAL SKILLS																	
Achieving Life Balance	Self Development	3-4	-	1		7		26		23		18		11		13	R 2 475
Developing Positive Assertiveness	Resilience	3-4	-	1	20		20		11		26		26		8		R1 675*
Personal Transformation	Self Development	3-4	-	2		13			17			21			23		R 3 850
SUPERVISORY & LEADERSHIP SKILLS																	
Becoming a Successful Supervisor	Leadership Development	3-4	-	1		23		13		21		25		3		20	R 2 475
Coaching Skills for Leaders	Team Development	3-4	-	1			6		4		5		29		16		R 2 475
Delegation Skills for Leaders	Team Development	4-5	-	1		15			10			23			6		R 2 475
Leadership Skills for Women	Leadership Development	3-4	-	1			9		31		20		15		22		R1 675*
Making the Transition from Technical Specialist to Manager	Leadership Development	3-4	-	3	Presently offered on demand for closed group training sessions												R 6 725
Managing the Customer Service Experience	Customer Care Management	4-5	242829	1			20			12		15		16		21	R 2 475
Mentoring	Team Development	3-4	-	1		21			30		24	18		10			R 2 475
Performance Appraisals: How to Monitor and Evaluate Team Members	Team Development	4-5	252034	1			16			6			22		17		R 2 475
Problem Solving for Teams: Make Consensus More Achievable	Team Development	4-5	-	1		9		28		1	19		4		15		R 2 475
Team Leaders: Developing Great Teams	Team Development	4-5	242821	2	19		2			2		16		19			R 3 850
Welcome to Management	Leadership Development	4-5	242818,242821 242816	3			22				26				28		R 5 225
CUSTOMER SERVICES																	
Call Centre Success	Customer Orientation	3-4	-	2			7		29				18		10		R 3 850
Customer Service Improvement Programme	Customer Orientation	3-4	-	2		1		19		7		30		30		18	R 3 850
Customers Are Really Everything (CARE)	Customer Orientation	3-4	-	1	25	22	14		15		25		11		1		R 2 475
Telephone Impact and Customer Service	Telephonic Customer Orientation	3-4	-	1	18		15			5			1	26	27		R 2 475
BUSINESS FUNDAMENTALS																	
Essential Reading and Writing Skills in Business (English Second Language)	Communication	2-3	119465 119457	2	Presently offered on demand for closed group training sessions												R 2 750
Essentials of Business Calculations (Basic)	Financial Acumen	2-3	11241	1													R 1 575
Essentials of Business Writing Skills	Communication	2-3	119457	1													R 1 575
Essentials of Customer Care in Business	Customer Orientation	2-3	119676	1													R 1 575
Essentials of Functioning in a Business Environment	Self Development	2-3	7785	1													R 1 575
Essentials of Verbal Communication in Business	Communication	2-3	119472	1													R 1 575
POWER HOUR SESSIONS																	
Achieving Life Balance	Self Development	-	-	2.5 Hrs.													D 725
Attitude	Self Development	-	-	2.5 Hrs.													
Business Etiquette & Professionalism	Self Development	-	-	2.5 Hrs.													
Calming Upset Customers	Customer Orientation	-	-	2.5 Hrs.													
E-mail Management - 20 Tips	Communication	-	-	2.5 Hrs.													

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Emotional Intelligence	Self Development	-	-	2.5 Hrs.	Focused training interventions offered within the customers business environment, Customised and flexible to suit client specific requirements and business dynamics.												R735 per person (Minimum 15 Delegates)
Influence - The Formula for Success	Self Development	-	-	2.5 Hrs.													
Leadership Ethics	Leadership and Management	-	-	2.5 Hrs.													
Power Listening	Communication	-	-	2.5 Hrs.													
Setting Goals - A Practical Approach	Self Development	-	-	2.5 Hrs.													
The "How-to" of Quality	Organisational Development	-	-	2.5 Hrs.													
Thinking on your feet	Self Development	-	-	2.5 Hrs.													

*Please note that SAQA Unit Standards aligned courses do not imply assessment on the NQF. For more information consult the Bytes People Solutions contact person.