

# SOFTSKILLS ACADEMY SCHEDULE DURBAN



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## SOFTSKILLS ACADEMY SCHEDULE DURBAN

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)
<b>BUSINESS SKILLS</b>																	
Competency Based Recruitment	Resource Management	3-4	-	1	12				15				6				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			16			28			12			5	R 3 850
Effective Presentation Skills	Presentations	4-5	12433	2		9		20		1		23		9		13	R 3 850
Effective Time Management	Productivity	3-4	-	1		15		6		15		7		12		4	R 1 675
Essential Skills for Formal Meetings	Organisational Development	4-5	242816	1	12				19				20				R 2 475
HR for Non-HR Managers	Resource Management	3-4	-	2			1				17				1		R 3 850
Morals & Ethics in the Work Environment	Organisational Development	4-5	252042	1	23			19			21			20			R 2 475
Productivity Workshop: Professional PA's and Administrators	Productivity	3-4	-	2			1				27				7		R 3 850
Productivity: Information and Self Management	Productivity	3-4	-	1			8			23			5			1	R 2 475
Report Writing	Communication	3-4	-	1		22			11		12		11		15		R 1 675*
Stress Management	Productivity	3-4	-	1			24				19				3		R1 675*
Successful Minute Taking	Communication	3-4	-	1	18			26			20			18			R1 675*
Writing Skills (Business, Level 1)	Communication	4-5	119465 119457	2		1			3			10			13		R 3 850
Writing Skills (Business, Level 2)	Communication	4-5	12153	1	26			28			27			16			R 2 475
<b>SPECIALISED BUSINESS SKILLS</b>																	
Business Process Analysis: Foundation	Information Processing	3-4	-	5		20			29								R 8 975
Finance for Non-Financial Managers	Financial Acumen	3-4	-	2			1			7			7				R 4 550
Project Management & Principles (Non Project Managers)	Project Management	3-4	-	3	23			19			24			16			R 6 725
Train the Trainer (Based on CompTIA CTT+)	Presentations & Training	3-4	-	3				11				2					R 5 225

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<b>INTERPERSONAL SKILLS</b>																	
Advanced Interpersonal Skills	Relationship Management	4-5	252027	1			10			8			18			11	R 1 675*
Advanced Interpersonal Communication	Relationship Management	3-4	-	1	25			7			26			4			R 2 475
Diversity in the Workplace - A South African perspective	Relationship Management	4-5	252043	1			3			30			7			15	R 2 475
Effective Conflict Resolution	Relationship Management	4-5	114226	2	9			12			13			24			R 3 850
Emotional Intelligence - Effective management of self and others	Self Development	4-5	252031	1		8		5		7		22		23		7	R 2 475
Negotiating	Relationship Management	3-4	-	1			15			23			27				R 2 475
The Business of Listening	Communication	3-4	-	1	16				5				8				R 2 475
<b>INTRAPERSONAL SKILLS</b>																	
Achieving Life Balance	Self Development	3-4	-	1			9				7				21		R 2 475
Developing Positive Assertiveness	Resilience	3-4	-	1	20		23		18		21		22		22		R 1 675*
Personal Transformation	Self Development	3-4	-	2			30				5				9		R 3 850
<b>SUPERVISORY &amp; LEADERSHIP SKILLS</b>																	
Becoming a Successful Supervisor	Leadership Development	3-4	-	1		23			25			29			20		R 2 475
Coaching Skills for Leaders	Team Development	3-4	-	1			3			21			28			22	R 2 475
Delegation Skills for Leaders	Team Development	4-5	-	1	13			11			19			2			R 2 475
Leadership Skills for Women	Leadership Development	3-4	-	1		9			5			8			6		R 1 675*
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		16			17			31			24		R 2 475
Mentoring	Team Development	3-4	-	1			9			1			1			21	R 2 475
Performance Appraisals: How to Monitor and Evaluate Team Members	Team Development	4-5	252034	1	27				10				29				R 2 475
Problem Solving for Teams: Make Consensus More Achievable	Team Development	4-5	-	1		10			26			18			27		R 2 475
Team Leaders: Developing Great Teams	Team Development	4-5	242821	2			29			21			14			18	R 3 850
Welcome to Management	Leadership Development	4-5	242818,242821 242816	3		1					5				29		R 5 225
<b>CUSTOMER SERVICES</b>																	
Call Centre Success	Customer Orientation	3-4	-	2				20			31			5			R 3 850
Customer Service Improvement Programme	Customer Orientation	3-4	-	2	11		31		24		10		4		28		R 3 850
Customers Are Really Everything (CARE)	Customer Orientation	3-4	-	1		24		19		9		28		27		12	R 2 475
Telephone Impact and Customer Service	Telephonic Customer Orientation	3-4	-	1		17		28		14		15		30			R 2 475
<b>BUSINESS FUNDAMENTALS</b>																	
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

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<b>POWER HOUR SESSIONS</b>																	
Achieving Life Balance	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)
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.													
Emotional Intelligence	Self Development	-	-	2.5 Hrs.													
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.

\* - Courses Currently on Promotion

## ABOUT US:

At Bytes People Solutions we're passionate about helping employees, and therefore organisations, perform better. Our Soft Skills offerings are designed to improve personal and interpersonal skills, business skills, and ultimately the efficiency of our clients' employees.

Developing Soft Skills, from work ethic to attitude to effective communication, can help people excel, aiding them in evolving into the leaders of their respective fields or organisations. The ultimate benefit of soft skills development, however, is the ripple effect it causes. The profound effect that small changes in an individual's thoughts and behaviour can have on the team in which they work has the potential to impact the rest of the organisation in productive and fruitful ways.

Most of our courses are aligned with the Unit Standards of the National Qualification Framework (NQF). The four pillars to our approach comprise:

- Unit Standards aligned material – Level 2 and 3
- Unit Standards aligned material – Level 4 and 5
- Power-hour focused interventions
- International course content

## LOCATIONS:

Our highly-qualified Instructors can deliver training either at our clients' premises or at one of the Bytes People Solutions training centres, conveniently located in Midrand, Cape Town and Durban.

**SERVICES Seta Accredited Training Provider**

## COURSE CLUSTERS:

- **Business Skills:** Designed to help employees perform professionally within an organisation.
- **Specialised Business Skills:** Professional and detailed training to develop specific business expertise in the fields of Business Process Management, Project Management, Business Finance, and ITIL.
- **Interpersonal Skills:** Skills programmes that develop employees to work well within a team, and their ability to communicate effectively with colleagues and customers.
- **Intrapersonal Skills:** Courses are designed to develop emotional intelligence, thereby enhancing the ability to know, understand and manage their own emotions.
- **Supervisory and Leadership Skills:** Programmes aimed at creating effective supervisors and leaders in order to improve employee motivation, increase organisational performance, and communicate expectations.
- **Customer Care:** Providing front-line staff with the knowledge, skills and competencies to effectively improve customer service and customer satisfaction.
- **Business Fundamentals:** Aimed at developing employees, with limited business exposure, how to function in an office environment.

## WHAT OUR CUSTOMERS SAY:

- "The course was very informative and easy to grasp. Relates to our work environment and everyday life."
- "Really enjoyed this course and would like to attend more at Bytes. Thank you for a great course."
- "I've had a very positive experience at Bytes, from the reception staff to the trainer. I look forward to using Bytes for my training needs in the future."
- "Excellent training. Trainer was very informative, friendly and great people's person."
- "Thank you for the life-skills learnt from this course. It's going to pave the way for establishing new relationships and maintaining the existing ones."
- "The course attended was excellent and I am encouraged to do more courses with Bytes People Solutions in the future!"
- "The course was very productive and interesting."
- "Very Professional and efficient delivery of training. Course content can be applied to real life situations."
- "This was a real value adding course that I will be able to use. I also really enjoyed the instructors personality."
- "The instructor was vibrant, enthusiastic, respectful, polite & patient."

## OUR CONTACT DETAILS:

### Midrand Venue

241 Third Rd  
Halfway Gardens  
Midrand  
Gauteng  
Tel: 011 205 7000 / 7997  
Fax: 011 205 7110  
Email: gauteng.sales@bytes.co.za

### Durban Venue

2nd Floor, Gateview  
3 Sugar Close  
Umhlanga Ridge  
Tel: 031 830 9400  
Fax: 031 566 4695  
Email: dbn.sales@bytes.co.za

### Cape Town Venue

Ground Floor, Oceana House  
25 Jan Smuts Street  
Cape Town  
Tel: 021 832 1700  
Fax: 021 418 0026  
Email: ctn.sales@bytes.co.za

### Cape Town (Satellite Training Centre)

Sanlam Head Office  
2 Strand Road  
Bellville  
Tel: 021 832 1700  
Fax: 021 418 0026  
Email: ctn.sales@bytes.co.za

## POWER "HOUR" TRAINING:

Bytes People Solutions also offers Power-Hour Sessions which are conducted on clients' premises and are designed to be highly impactful as well as time and cost-efficient, taking up no more than three hours per group.

Group sizes can vary anywhere between 10 and 50 employees, depending on venue suitability.

