



MAKING A POSITIVE DIFFERENCE IN THE WORKPLACE (1 DAY)

A Specialised Kwelanga Training Programme

INTRODUCTION

The way we behave in the business environment and at social events can undermine effective working relationships, as it may be construed as rudeness, disrespectful or an intolerance of people of different cultures and diversity. Business and social etiquette is our behaviour, interactions and understanding of others and contributes to the professional image and perceptions of an individual and company.

This 1 day workshop is designed to provide an understanding of how to project a more professional image to create credibility and respect. It will also help build stronger relationships with coworkers, managers and employees. Proper business etiquette impacts everyone within an organisation. Learn to create a professional image and use business etiquette techniques in a variety of business settings.

REFERENCES

“It was very informative and very effective.”

“Exposure and group discussions with its intensions and benefits are highly excellent.”

“I enjoyed learning what kind of personality I fall in within the four different types and how I can resolve conflicts.”

WHAT THIS COURSE CAN DO FOR YOU...

- to give delegates an understanding of the importance of courtesy in business relationships
- to encourage appropriate behaviour in the workplace
- to assist delegates to project a professional and positive image
- to help delegates to relate effectively to colleagues and clients in their own context and workplace
- to help individuals understand how potentially explosive workplace issues can be diffused by appropriate courteous behaviour
- to encourage individuals to apply an ethical approach to all their activities in the workplace

TARGET AUDIENCE

The Workplace Professional programme will benefit individuals in non-management positions, who lack experience or confidence in their interaction with internal and external customers.

COURSE CONTENT

First Impressions - Lasting Impressions: Business Image

- First Impressions: Projecting a Positive Image
- Skills Required of the Professional Business Person
- Positive Body Language and Posture
- Business Dress Code
- Voice
- Business Etiquette across the Globe
- Office Politics, Gossip and Politicking

Projecting a Positive Image

- Communication Channels
- Barriers to Communication
- Listening
- Courtesy
- Adult to Adult Positioning
- Values and Credibility
- Vision - Mission - Values and Objectives in Your Organisation
- The Organisation's Vision

Delegates Tasks: Taking Ownership

- Motivation
- Delegated Tasks: Taking Ownership
- Building Trust

Are You a Team Player?

- The Qualities of a "Dream Team"
- Analysing your Team
- The Responsibilities of the Team Members
- Dealing with Team Conflict
- Dealing with Criticism

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing FREE access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*

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