



ACHIEVE PERSONAL EFFECTIVENESS (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Achieve personal effectiveness in a business environment
Unit Standard ID:	110021
NQF Level:	4
Credit Value:	6

INTRODUCTION

This learning programme is intended for all persons who need to achieve personal effectiveness in business environment. This Unit standard is for all persons involved in Administration in commercial or non-commercial organisations.

On successful completion of the Unit Standard, learners will be able to:

- Plan and organise their own work
- Establish and maintain working relationships
- Maintain files and records.

COURSE CONTENT

Plan and Organise Own Work

- Business environment
 - Documentation
 - Functions
 - People
 - Legislation
- Planning aids
- Identify and prioritise routine and unexpected tasks
 - Change work plans accordingly where changes in priority occur
- Meet deadlines
- Meeting commitments to others
 - Meet commitments to others within agreed timescales

Establish and Maintain Working Relationships

- Organisational culture and context
 - Team working
 - Conflict management
 - Communication styles
 - Relationship
 - Cross-cultural awareness
- Employ appropriate communication methods and styles
 - Elicit information, advice and resources required from the appropriate people
 - Verbal communication
 - Written communication
 - Electronic communication
- Resolve communication difficulties
- Provide information to internal and external customers
- Promote the image of the department and organisation to internal and external customers

Maintain Files and Records

- Information sorting, handling and storage procedures
- File new documentation and records
- Item movements are monitored and recorded
- Store documentation and records according to organisational and legal requirements
 - Confidentiality
 - Document retention
- Adhere to confidentiality and data protection requirements
- Deal with out of date information
- Identify opportunities for improving filing systems

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:

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|-------------------------------|-----------------------------|
| ▪ Role plays | ▪ Demonstrations |
| ▪ Break-away sessions | ▪ Questionnaires |
| ▪ Relevant business exercises | ▪ Discussion activities and |
| ▪ Presentation | ▪ 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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