



## **VIRTUAL INSTRUCTOR-LED TRAINING**

### **GRADUATE INDUCTION TRAINING**

**A Specialised Kwelanga Training Programme**

#### **INTRODUCTION**

Graduates need to understand exactly what the organisation expects from them. They need to develop a highly professional image and positive attitude, learning to be consistent and dependable. Induction training is essential to assist with an effective transition from university into the corporate workplace.

A Graduate Induction programme should teach new recruits personal effectiveness and professional business skills. Understanding how to be accountable for their daily tasks from inception of their professional careers is essential.

#### **WHAT THIS COURSE CAN DO FOR YOU...**

- Develop key attributes for the workplace
- Improve soft skills required for a positive impact in the workplace
- Understand etiquette required
- Develop an understanding of Codes of Conduct
- Improve management of time
- Be positioned to provide excellent levels of customer service
- Improve writing skills
- Manage workplace relationships
- Improve administrative skills
- Grow confidence in presenting and speaking in a group setting
- Practise personal accountability

#### **TARGET AUDIENCE**

New recruits that have recently graduated and individuals who are part of graduate programmes or internships.

## **COURSE CONTENT**

*Some or all of the following modules can be selected depending on skills gaps identified and outcomes required:*

### **THE WORKPLACE PROFESSIONAL (2 x 3 HOUR SESSIONS)**

Aligned to Unit Standard 14359 NQF Level 2

- It's all about people - the courteous person and company
- Projecting a positive image - attitude and body language
- Working with others - appropriate behaviour and courtesy in business
- Understand business dress code
- Codes of Conduct
  - The company code of conduct
  - Punctuality and time management
- Etiquette Issues in the Workplace
  - Office politics and gossip
  - Appropriate relationships: your boss, peers and subordinates
  - Honesty in the workplace
- Ways in which different cultures view politeness
- Etiquette on the telephone - personal calls, cell phones and confidentiality

### **MANAGING TIME FOR RESULTS (2 x 3 HOUR SESSIONS)**

Accredited to Unit Standard 14342 NQF Level 2

- Planning proactively and setting objectives
- Personal goal setting and organisational skills
- Effective scheduling to meet targets
- Using and maintaining an effective diary system
- Prioritising tasks in terms of urgency and importance
- Meeting deadlines and commitments to others
- Productivity and motivation
- Overcoming procrastination
- Manage time to improve efficiency

### **WOW! SERVICE - ADDING VALUE (4 x 3 HOUR SESSIONS)**

Accredited to Unit Standard 242829 NQF Level 4

- Characteristics of a "21st Century Organisation"
- First impressions - lasting impressions
- The concept of the 'Moment of Truth'
- Proactive behaviour and empowerment
- The impact on you and your organisation of providing good service
- Understanding and communicating with internal and external clients
- Shifting communication styles with different personality types
- Handling queries - listening skills, taking notes, acknowledge understanding
- Take personal responsibility for each client - really care
- Telephone etiquette principles

## **MODERN BUSINESS WRITING (4 x 3 HOUR SESSIONS)**

Accredited to Unit Standard 12153 NQF Level 4

- Understand the purpose of effective business writing
- Improve writing through clear communication
- Checking information for accuracy, bias and stereotyping
- Using plain, up-to-date language in business documents
- Identify effective information transfer - style and tone
- Checking for accuracy and factual correctness
- Using appropriate grammar and punctuation
- Tone and voice in business writing
- Is your writing clear, concise, correct, complete and courteous?
- Editing and double checking
- Email essentials

## **MANAGING WORKPLACE RELATIONSHIPS (2 x 3 HOUR SESSIONS)**

Accredited to Unit Standard 244572 NQF Level 3

- Understand the need for clear structure in workplace relationships
- Grow your interpersonal relationships by communicating clearly and concisely
- Understand cultural and communication barriers and how to overcome them
- Establishing professional relationships and building rapport
- Positive interpersonal communication - giving and receiving feedback
- Acquiring self-knowledge and knowledge of others - The Johari Window
- Advantage of assertive behaviour compared to passive or aggressive behaviour
- Apply knowledge of self and relationships to manage conflict constructively
- Organisational culture - team work, communication styles and cross-cultural awareness

## **THE ADMINISTRATION ARCHITECT (2 x 3 HOUR SESSIONS)**

Accredited to Unit Standard 110021 NQF Level 4

- Understanding your role and your unique work environment
- Maintaining files and records efficiently
- Organising and establishing effective systems
- Information sorting, handling and storage procedures
- Filing new documentation and records
- Monitoring and recording item movements
- Checklists, document tracking and retention
- Storing documentation and records according to organisational and legal requirements
- Issues of confidentiality and data protection requirements
- Organising business travel arrangements and itineraries
- Processing expense claim documentation

## **POWERFUL PRESENTATIONS (4 x 3 HOUR SESSIONS)**

Accredited to Unit Standard 242840 NQF Level 4

- Understanding the characteristics of a good presenter
- Overcoming the “Fear Factor”
- Applying the presentation process from planning to question and answer sessions
- Analysing the audience
- Successful interaction with the audience, maintaining sound group dynamics.
- Reinforcing the message - key words, pace, transitions, body language
- Participating in/conducting formal meetings, discussions, debates and negotiations.
- Using appropriate visual aids to enhance the presentation.
- Drawing successful conclusions

## **THE WAY FORWARD**

- Taking ownership of yourself, your job and your future
- Personal accountability and commitment plan

## **VIRTUAL INSTRUCTOR-LED TRAINING**

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

### **Benefits of Virtual Instructor-Led Training**

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

## 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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