



## **VIRTUAL INSTRUCTOR-LED TRAINING PERSONAL EFFECTIVENESS FOR BUSINESS ADMINISTRATION (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.

### **REFERENCES**

*“Facilitator was very informative and made sure each individual understood and was on the same page. She introduced fun activities to make learning more fun and interesting.”*

*“Very informative and gives guidelines to meet expectations of business administration.”*

*“I am able to do effective communication and manage my time better, I have learnt new things to help me work productively.”*

*“Interaction, realistic examples relevant to current work situations.”*

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

- Enable sound planning and organising of work
- Prioritise and manage time effectively
- Establish and maintain good cross-cultural working relationships
- Communicate assertively
- Enable the learner to maintain accurate filing and record keeping
- Uphold the culture and ethics of the organisation.

## TARGET AUDIENCE

This course is aimed at all persons involved in Administration in commercial and non-commercial organisations.

## 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

## VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

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.***

For more information contact us on:

Email: [info@kwelangatraining.co.za](mailto:info@kwelangatraining.co.za)

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808 | Port Elizabeth: +27 41 368 1500

Website: [www.kwelangatraining.co.za](http://www.kwelangatraining.co.za)