



# Table of Content

<b>Assertiveness Skills .....</b>	<b>2</b>
<b>Business &amp; Telephone Etiquette .....</b>	<b>3</b>
<b>Business Writing Skills.....</b>	<b>4</b>
<b>Conflict Management.....</b>	<b>5</b>
<b>Customer Service .....</b>	<b>6</b>
<b>Diversity .....</b>	<b>7</b>
<b>Emotional Intelligence .....</b>	<b>8</b>
<b>Grammar Essentials.....</b>	<b>9</b>
<b>Leadership &amp; Supervisory Skills.....</b>	<b>10</b>
<b>Leadership Skills .....</b>	<b>11</b>
<b>Minute Taking .....</b>	<b>12</b>
<b>Office Professional Master Class .....</b>	<b>13</b>
<b>Powerful Presentations .....</b>	<b>14</b>
<b>Presenting Skills .....</b>	<b>15</b>
<b>Problem Solving Skills.....</b>	<b>16</b>
<b>Professional Office Assistant .....</b>	<b>17</b>
<b>Professional Sales Skills .....</b>	<b>18</b>
<b>Project Management for Success.....</b>	<b>19</b>
<b>Report Writing .....</b>	<b>20</b>
<b>Stress Management .....</b>	<b>21</b>
<b>Time Management.....</b>	<b>22</b>

# Assertiveness Skills

## What do I need?

The desire to communicate by being direct, honest and respectful while interacting with others.

## How long is the course?

1 Day

## Who should attend?

Those who wish to become more assertive, thereby reducing conflict, failure, stress and dissatisfaction.

- Lesson 1: How to develop positive assertiveness**  
Three basic behaviour styles  
Changing these behaviours
- Lesson 2: Ensuring successful change**  
Successful change using the correct tools  
Positive change
- Lesson 3: Emotions of assertiveness**  
The emotions  
Choices  
Talking about feelings
- Lesson 4: Changing your behaviour**  
Choosing your words  
Body language  
Warning signs
- Lesson 5: Expanding assertiveness**  
Assertive styles  
Identifying styles in communication  
Sending assertive messages
- Lesson 6: Assertiveness**
- Lesson 7: Assertive confrontation**  
Defining the problem  
Tools for successful confrontation  
Active listening  
Present and future goal setting  
Acknowledging success

# Business & Telephone Etiquette

## Who should attend?

All frontline staff, as well as people that are new to the world of business should attend this one day workshop. It will address general attitude, motivate staff and improve all of their skills in their line of duty.

## How long is the course?

1 Day

## Outcomes include:

Professional telephone skills, improved communication skills and customer service tips. Role play to instill confidence and increase understanding of all skills taught.

### Lesson 1: **Focusing on your role in business**

- Identify your role
- Office etiquette when dealing with people
- Meeting your customers' needs in all aspects of business
- Creating a positive first impression – office dress code
- Creating a positive lasting impression – make things count

### Lesson 2: **Customer service – be the best that you can be!**

- Overview of best practices for excellent customer service
- Business etiquette and your customer
- Don't make promises you cannot keep

### Lesson 3: **Communication in business**

- The importance of communication and how it affects business
- What are the best communication methods and when
- Listening skills
- Body language
- Telephonic greeting
- Processing incoming and outgoing telephone calls
- Telephone rules
- A positive attitude and the telephone
- Role play
- Professional written communication (e-mails)

### Lesson 4: **Correct business etiquette when dealing with difficult situations**

- Handling complaints in a professional manner
- Coping with difficult customers and colleagues

# Business Writing Skills

## Who should attend?

All persons working in administration, in commercial and non-commercial organisations and who are responsible for presenting written information in a professional format i.e. e-mails, letters, reports and minutes.

## How long is the course?

Day one (Business Writing Skills only)

Day one and two (Business Writing Skills and Minute Taking)

## Outcomes include:

Produce more effective and professional written documents. Vary wording, improve on spelling and punctuation to ensure polished documents. Structure, write and proofread documents correctly.

## Day 1

### Lesson 1: Produce an effective written response

Identify specific texts required in the workplace

Plan and prepare a written response

Apply appropriate language structures and terminology

### Lesson 2: Identify and analyse information used for writing

Identify the audience

Collect and analyse information

Acknowledge sources in a workplace response

Ensure focus

Use a checklist

### Lesson 3: Compose text using plain language for a specific function

Select appropriate format and structure

Apply language structures and features

Compose a workplace response

Respond in writing

### Lesson 4: Present a written text for a specific function

What is a report?

Create a draft of written text

Evaluate the document

Presentation methods

Editing own writing

## Day 2

### Lesson 1: Communication

The challenge of communication

Communication used for a meeting

Differences in business communication

### Lesson 2: Business language used for meetings

Correct use of modern English

### Lesson 3: Meetings

Different types of meetings

Importance of meetings

Cycle of a meeting

Guidelines to prepare for a meeting

How to set up an agenda

Layout and style of agenda

Meeting preparation

### Lesson 4: Minutes of a meeting

Aspects of taking good minutes

Note taking

Transcribing minutes

Setting out of minutes

Editing your minutes

# Conflict Management

## **What do I need?**

The desire to understand and implement strategies that will help to manage conflict effectively.

## **How long is the course?**

1 Day

## **Who should attend?**

Any business professional who encounters conflict in the workplace.

## **Upon successful completion of this course, students will be able to:**

- Develop skills to assess a conflict situation and monitor your reaction to the conflict.
- Utilise effective communication techniques to manage conflict in a proactive manner.
- Resolve conflict through identifying its source, determining and implementing the best solution.

## **Recognising conflict**

- Identify your personal reaction to conflict
- Develop a healthy attitude toward conflict
- Assess the situation
- Avoid conflict escalation

## **Responding to conflict**

- Actively listen
- Communicate effectively
- Respond to negative tactics

## **Resolving conflict**

- Identify the source of the conflict
- Determine the best solution
- Implement the solution

# Customer Service

## Who should attend?

All staff that need to improve on their existing customer service skills and develop new skills. This workshop will address general attitude in the workplace, motivate staff and instill confidence in their professional abilities. It will help them to achieve service excellence and enhance the impression your customer has of your organisation.

Ideal for Sales, Procurement, Stores and Accounts departments.

## How long is the course?

1 Day

## Outcomes include:

Build relationships with colleagues and customers. Improve communication skills on all levels. Learn skills to overcome great service obstacles.

- Lesson 1: Human interaction**  
Become a “people person”  
What good customer care means  
Different types of customers  
Learn who your customers are  
Secrets of success in business  
Important qualities in service
- Lesson 2: Communication skills in customer service**  
Telephone skills  
E-mail etiquette  
Different forms of communication  
Advantages & disadvantages of different types of communication  
Communicating bad news to customers
- Lesson 3: Service standards**  
Defining and implementing service standards  
Encourage customer feedback  
Loyalty in customers  
Relationships and customers
- Lesson 4: Customer management**  
Dissatisfied customers: managing, preventing and handling  
Techniques and communication skills used in problem situations  
How to handle customer complaints  
Why we should encourage complaints
- Lesson 5: Stress in service situations**  
Dealing with your emotions  
Sociable behaviour

# Diversity

## What can I expect?

As our nation and workforce become more diverse, organisations need to educate employees to successfully encompass people of different backgrounds. The main aim of Diversity training is to create a positive work environment and increase the participant's cultural awareness, knowledge and communication.

## How long is the course?

2 Days

## Who should attend?

All members of staff.

- Lesson 1: Fundamentals of diversity**  
Overview of diversity  
Advantages of diversity
- Lesson 2: Identifying differences**  
Cultural differences  
Personality styles
- Lesson 3: Overcoming barriers to diversity**  
Barriers to diversity  
Dealing with discrimination
- Lesson 4: Communicating in a diverse workforce**  
Effective communication  
Evaluation and feedback
- Lesson 5: Managing diversity**  
Managing diversity in the workplace  
Develop a diverse workplace

# Emotional Intelligence

## How long is the course?

1 day

## Who should attend?

Individuals wanting to improve the quality of their interactions with others, and wanting to increase their own productivity by managing themselves better.

## Benefits:

During this workshop, you will assess your current emotional intelligence capabilities, determine your strengths, and identify areas for improvement. You will examine how emotions affect behaviour and how those behaviours impact your relationships with others. You will also develop strategies for managing the emotional energy in yourself and others.

## You will gain knowledge and understanding of:

### Intrapersonal skills

#### Self-awareness

Emotional self-awareness  
Accurate self-assessment

#### Self-management

Choice optimism  
Self-control

#### Self-motivation

Power of self-talk  
State of flow  
Apathy

### Interpersonal skills

#### Empathy

Physiology matching emotions  
Empathy techniques

#### Social awareness

Group interactions  
Failed relationships  
Effective listening

#### Relationship management

Six human needs  
Build great relationships



# Grammar Essentials

## What do I need?

A Desire to write effective, grammatically correct documents.

## How long is the course?

1 Day

## Who should attend?

This course is designed for individuals who wish to improve their grammar usage for written communications.

### Identifying nouns, pronouns and verbs

Types and uses of nouns  
types and uses of pronouns  
Types and uses of verb and verb tenses

### Identifying adjectives and adverbs

Descriptive and limiting adjectives  
Using adverbs to modify

### Identifying prepositions, conjunctions and interjections

Types of repositions  
Using conjunctions  
Interjections and formal writing

### Identifying rules

Monitor sentences and the structure  
Monitor modifiers  
Avoid common errors

### Identifying correct punctuations

Using parentheses correctly  
The correct use of commas, semicolons and inverted commas  
Use numbers, symbols and capitalisation correctly

### Identifying sentence fragments, run-ons and comma splices

Troubleshoot sentence fragments  
Troubleshoot run-ons and comma splices

### Improving word choices

Identify commonly misused words  
Identify synonyms, antonyms and homonyms

### Building effective sentences

Identify your goal and achieve it  
Consider your audience  
Consider the context

### Editing effectively

Use the correct spelling  
Know what to look for  
Achieve clarity

### Avoid hypercorrections

Hypercorrections  
Achieve simplicity

# Leadership & Supervisory Skills

## How long is the course?

2 Days

## Who should attend?

Managers, team leaders, supervisors, and employees in a leadership role.

## Benefits:

During this workshop you will identify and acquire the skills needed to achieve the company's vision. In gaining practical leadership skills, you will have the ability to motivate, coach, communicate with and empower your team to become more effective in their roles and, as a result, you become more effective in yours.

## On completion of this workshop you will achieve the following objectives:

- The concept of leadership.
- Understand the difference between leadership and management.
- Apply leadership techniques to individuals and teams within the work context.
- Analyse and compare leadership theories.
- Apply different roles and qualities of leadership in a work context.
- Evaluate the impact of leadership techniques applied.
- Explain the concept of motivation and its importance in enhancing performance levels.
- Explain and apply theories of motivation in a leadership context.
- Apply techniques to enhance self-motivation and leadership performance.
- Apply strategies to motivating others in a leadership context.

# Leadership Skills

## How long is the course?

1 Day

## Who should attend?

Managers, team leaders, supervisors, and employees in a leadership role.

## Benefits:

During this workshop you will identify and acquire the skills needed to achieve the company's vision. In gaining practical leadership skills, you will have the ability to motivate, coach, communicate with and empower your team to become more effective in their roles and, as a result, you become more effective in yours.

## On completion of this workshop you will achieve the following objectives:

- What is the meaning of Leadership?
- Building an effective team.
- Leading different types of teams.
- Align your strategy for business results.
- Stephen Covey's seven habits.
- Ten things to do today to become a better leader.
- Leader's questionnaire – walk the talk.



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# Minute Taking

## What do I need?

The desire to produce professional, accurate minutes.

## How long is the course?

½ Day (8h30 – 12h30)

## Who should attend?

Professionals who wish to improve their minute taking skills, written communication, and who need to understand the process of meetings.

- Lesson 1:        Communication**  
Business communication  
Frequently misused business words
- Lesson 2:        Meetings**  
Different types  
Planning a meeting  
Meeting procedures  
Meeting terminology  
Decision making
- Lesson 3:        Minutes**  
3 aspects to taking good minutes  
Note-taking  
Meeting minute guidelines  
The 5 do's and don'ts

## Office Professional Master Class

### Who should attend?

Secretaries, PA's, Office Managers, Administrative Support Staff, Receptionists and Office Assistants.

### How long is the course?

2 Days

### Why attend?

Today's Office Professionals are required to add great support to their teams and Managers and are required to do so with professionalism and confidence. An Office Professional needs to be proactive and have great communication skills.

This course is for those looking to develop their role, improve their skills and seriously enhance their performance.

### Outcomes include:

Professional telephone skills, improved communication skills and customer service tips. Role play to instill confidence and increase understanding of all skills taught.

### What will be covered?

What is expected from you

Skills to make a greater contribution to your manager and team

How to become more pro-active

Communication Skills

Emotional Intelligence

Assertiveness Skills

Listening Skills

How to plan, organise and manage your day more effectively

How to develop the leadership aspects of your role

# Powerful Presentations

## What do I need?

The desire to plan, prepare and deliver powerful presentations.

## How long is the course?

2 Days

## Who should attend?

Learners who wish to develop professional presentations in PowerPoint, and present them to a group with confidence and impact.

### **Lesson 1: Define the objective of your presentation**

### **Lesson 2: Presentation Guidelines**

Message preparation

- Structure & substance
- Brainstorming
- Organisational methods
- Communicating with graphics – static & dynamic

Information audience

- Know your audience
- Adapt your message delivery
- Communication styles & strategies
- Attention-getting techniques
- Using your voice
- Time constraints
- Question & answer session setting
- Know your venue
- Know your equipment

### **Lesson 3: Glossophobia**

Getting over stage fright

### **Lesson 4: Technology & visual aids**

Pros & cons

Getting the best out of them

### **Lesson 5: Microsoft PowerPoint**

Slide layout and design

Font, bullets and graphics

Animations and other movement in PowerPoint

Using templates and masters

Creating custom shows

Navigating and linking within PowerPoint

PowerPoint on the go

Effective handouts and notes

PowerPoint delivery tools

# Course Contents

# Presenting Skills

## What do I need?

The desire to plan, prepare and deliver powerful presentations.

## How long is the course?

1 Day

## Who should attend?

Delegates who wish to develop professional presentations, and present to a group with confidence and impact.

### Lesson 1: Define the objective of your presentation

### Lesson 2: Presentation guidelines

Message preparation

- Structure & substance
- Brainstorming
- Organisational methods
- Communicating with graphics – static & dynamic information

Audience

- Know your audience
- Adapt your message delivery
- Communication styles & strategies
- Attention-getting techniques
- Using your voice
- Time constraints

Question & answer session setting

- Know your venue
- Know your equipment

### Lesson 3: Glossophobia

Getting over stage fright

### Lesson 4: Technology & visual aids

Pros & cons

Getting the best out of them

# Problem Solving Skills

## What do I need?

The desire to investigate strategies to help you clearly define problems, determine and present a solution.

## How long is the course?

1 Days

## Who should attend?

Business professionals who would like to learn effective group problem solving techniques.

## Upon successful completion of this course, students will be able to:

Describe strategies for solving problems logically.

Examine strategies for defining the true issue of a problem. Identify strategies for solving problems methodically.

Examine business strategies for acquiring decision acceptance when problem solving.

**Lesson 1: Starting to solve problems**  
The problem solving process  
The nature of groups  
Tools for problem solving  
Problem solving approaches

**Lesson 2: Identifying the problem**  
Determine the problem  
Investigate the problem

**Lesson 3: Determining the solution**  
Analyse problems creatively  
Consider alternate solutions  
Choose the best solution

**Lesson 4: Accepting a Decision**  
Sell your solution  
Implement decisions



# Professional Office Assistant

## Who should attend?

Staff who wish to enhance their existing techniques as well as develop new skills. This workshop will address attitude in the workplace, motivate staff and instill confidence in their professional abilities. Achieve excellence and enhance the impression your customer has of your organisation.

## How long is the course?

1 Day

## Outcomes will include:

Applying techniques to improve confidence through correct assertive behaviour.

Recognising the power of good communication skills in all aspects of business.

Identifying and responding to emotions in self and colleagues.

Understanding the difference between urgent and important tasks.

### Lesson 1: **From secretary to executive personal assistant**

- Roles and responsibilities
- Qualities of a successful pa
- Managing your time

### Lesson 2: **Emotional intelligence**

- Self-recognition and regulation
- Social recognition and regulation
- Managing conflict
- Recognising conflict
- Responding to conflict
- Resolving conflict
- Assertiveness

### Lesson 3: **Communication**

- Communication methods
- Delivering excellent customer service on the telephone
- Telephone etiquette
- Projecting a positive image using your voice
- Written communication
- E-mail etiquette
- Meeting-related communication
- Meetings
- Creating a positive first impression

### Lesson 4: **Taking care of yourself**

- Your vision
- Developing your network
- Taking care of your health
- Managing stress

# Professional Sales Skills

## Who should attend?

All sales staff that deal directly with customers for the purpose of selling a product or service.

## How long is the course?

2 Days

## Outcomes include:

Selecting a sales approach to match the sales situation.  
Preparing for each sales encounter using a sales cycle.  
Finding and qualifying prospects.  
Making a sales presentation.  
Follow up and after sales service.

### Lesson 1: **Selling basics**

Identify buyer motivations  
Identify types of selling  
Select the correct sales approach  
Select the best communication method

### Lesson 2: **Preparing to sell**

Use your time effectively  
Use the sales cycle to increase the probability of the sale

### Lesson 3: **Finding and qualifying prospects**

Identify potential sources  
Develop the ideal customer profile  
qualify a sales prospect

### Lesson 4: **Making the presentation and closing the sale**

Gather specific information about prospect  
Plan your sales presentation  
Give an effective sales presentation  
Close the sale  
Timing  
Trial closing  
Negotiation  
Test the waters  
Closing techniques  
Role play

### Lesson 5: **Following up after the sales call**

Determine the appropriate follow up method  
develop a customer service program

# Project Management for Success

## What do I need?

This course provides an overview of basic project management. It provides the theory and core methodology you will need to manage projects or participate on project teams.

## How long is the course?

2 Days

## Who should attend?

Delegates who desire to learn how to use project management techniques to plan, organise, control, document, and close out their projects successfully and with minimum risk.

### Lesson 1: The project management life cycle

What is a project?  
The project management life cycle  
The role of the project manager

### Lesson 2: Setting up for success

The meaning of success  
What happens in the initiation phase?  
Project definition and scope  
Putting together a statement of work  
the project charter

### Lesson 3: The project team

The teamwork challenge selecting team members  
The team charter

### Lesson 4: Risk management

Project risk

### Lesson 5: Project plans

The work breakdown structure

### Lesson 6: The project schedule

The scheduling process  
Time estimates

### Lesson 7: The project budget

What is a budget?  
Creating a preliminary budget  
Budget and schedule balancing

### Lesson 8: Project tracking and control

Moving the project forward  
Monitoring for project progress  
Earned value analysis  
Getting back on track

### Lesson 9: Project reports

Communications overview  
Project performance reports project change requests

### Lesson 10: Project close-out

Elements of close-out  
Evaluation of people and projects

# Report Writing

## Who should attend?

All people that are responsible for presenting written information in a professional format for reports.

## How long is the course?

1 Day

## Outcomes include:

Produce more effective and professional written reports. Structure, write and proofread documents correctly.

### Lesson 1: **Writing in business**

Basics of Business Writing  
Words, phrases and tone  
Eliminating clichés and jargon

### Lesson 2: **Professional writing**

Design your page visually  
Headings and labels  
E-mail Proofreading tips  
Numbers in writing

### Lesson 3: **Business reports and proposals**

Developing ideas  
Preparing to write your report or proposal  
Organising your information  
Editing  
Completing and creating a front page

# Stress Management

## Who should attend?

People who want to regain control of their lives, people who want to feel positive about their work and personal responsibilities again, and people who want to learn techniques to manage their personal stress.

## How long is the course?

1 Day

## Outcomes include:

Defining common stress factors in all aspects of life. Enabling the learner to recognise and address the different responses as well as our coping mechanisms towards stressful situations. To address the emotional and physical symptoms caused by stress. To develop a stress management programme that will help you to overcome stress obstacles.

### Lesson 1: What is stress?

- Types of stress
- Most common life stressors
- The top ten stressors

### Lesson 2: Stress response

- Fight or flight stress conditioning
- Perception and paradigm stress resilience

### Lesson 3: Coping mechanisms

- Adaptive coping mechanisms
- Avoidance coping mechanisms
- Cognitive coping mechanisms
- The caffeine trap

### Lesson 4: Emotional and physical symptoms of stress

- Stress and disease

### Lesson 5: Positive stress

- Recognising and harnessing positive stress

### Lesson 6: Develop your stress management programme

- The five daily stress beaters
- Best practice to beat stress
- Simple solutions for everyday stressful niggles
- Feel better in ten minutes
- De-stress at work
- Anger management techniques
- Ten steps to personal happiness

# Time Management

## Who should attend?

Learners who wish to regain control of their lives, and who want to learn techniques for making their personal and business life more productive.

## How long is the course?

1 Day

## Course Objectives:

Analyse your current use of time.

Become aware of time under your control.

Make the most effective use of time.

Assemble time management tools to take control of your time.

Create an action plan for Time Management.

### Lesson 1: **The principles of Time Management**

What controls your time?

Tests of time

How to create a time log

Necessity, appropriateness and efficiency test

Benefits of time utilisation

Know your prime time

Daily energy cycle

Momentum and burnout

Setting task priorities

Take control of your time usage

### Lesson 2: **Techniques for Time Management**

Goal setting and planning

Common time wasters

Internal time wasters

Needs profile analysis

External time wasters

### Lesson 3: **Innovations for Time Management**

How to use modern technology to your advantage

### Lesson 4: **Travelers' tips for time saving**

Some practical ideas for people on the move

### Lesson 5: **Practical advice and tips**

Apply what you've learned

Analysing time

Action plans

Documents to get you started