

SOFTSKILLS ACADEMY SCHEDULE JOHANNESBURG



BYTES PEOPLE SOLUTIONS
Bytes Office Park
241 3rd Road Halfway Gardens
Midrand
Tel: +27 (11) 205-7000
Email: gauteng.sales@bytes.co.za
www.bytespeoplesolutions.co.za

SOFTSKILLS ACADEMY SCHEDULE MIDRAND

| Intervention | Competency | Level | Unit Standards | Duration (Days) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Cost (Excl VAT) |
|---|----------------------------|-------|------------------|-----------------|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|
| SALES SKILLS | | | | | | | | | | | | | | | | | |
| Key Account Management - How to manage and grow key accounts | Sales | 4-5 | - | 2 | Offered on Demand for Closed Group Training Sessions | | | | | | | | | | | | R 7 300 |
| Smarter Selling - How to grow sales by building trusted relationships | Sales | 4-5 | - | 2 | Offered on Demand for Closed Group Training Sessions | | | | | | | | | | | | R 7 300 |
| BUSINESS SKILLS (START DATE) | | | | | | | | | | | | | | | | | |
| Competency Based Recruitment | Resource Management | 3-4 | - | 1 | 12 | | 14 | | 15 | | 4 | | 6 | | 22 | | R 2 600 |
| Change Management | Productivity | 4-5 | - | 1 | Presently offered on demand for closed group training sessions | | | | | | | | | | | | R 2 600 |
| Effective Communication in the workplace (Meetings, Presentations, Reports) | Communication | 4-5 | 12433 | 2 | | | 28 | | | 28 | | | 12 | | | 5 | R 4 200 |
| E-mail Etiquette | Presentations | 4-5 | 12433 | 1 | 31 | | 9 | | 16 | | 20 | | 7 | | 14 | 12 | R 1 675 |
| Effective Presentation Skills | Presentations | 4-5 | 12433 | 2 | | 8 | | 19 | | 4 | | 23 | | 9 | | 13 | R 4 100 |
| Effective Time Management | Productivity | 3-4 | - | 1 | | 16 | | 6 | | 15 | | 7 | | 12 | | 4 | R 1 800 |
| Essential Skills for Formal Meetings | Organisational Development | 4-5 | 242816 | 1 | 12 | | 28 | | 18 | | 10 | | 20 | | 22 | | R 2 600 |
| HR for Non-HR Managers | Resource Management | 3-4 | - | 2 | | 22 | | | 30 | | | 15 | | | 1 | | R 4 200 |
| Morals & Ethics in the Work Environment | Organisational Development | 4-5 | 252042 | 1 | 23 | | | 19 | | | 20 | | | 19 | | | R 2 600 |
| Productivity Workshop: Professional PA's and Administrators | Productivity | 3-4 | - | 2 | | 1 | | 25 | | | 25 | | | 4 | | 11 | R 4 200 |
| Productivity: Information and Self Management | Productivity | 3-4 | - | 1 | | | 8 | | | 22 | | | 5 | | | 3 | R 2 600 |
| Report Writing | Communication | 3-4 | - | 1 | | 22 | 29 | | 11 | | 12 | | 11 | | 15 | | R 1 800 |
| Stress Management | Productivity | 3-4 | - | 1 | | | 26 | | 23 | | 19 | | 13 | | 2 | | R 1 800 |
| Successful Minute Taking | Communication | 3-4 | - | 1 | 18 | | | 16 | | | 3 | | | 23 | | | R 1 800 |
| Writing Skills (Business, Level 1) | Communication | 4-5 | 119465 119457 | 2 | | 1 | | | 3 | | | 15 | | | 13 | | R 4 200 |
| Writing Skills (Business, Level 2) | Communication | 4-5 | 12153 | 1 | 26 | | | 25 | | | 18 | | | 16 | | | R 2 600 |
| SPECIALISED BUSINESS SKILLS (START DATE) | | | | | | | | | | | | | | | | | |
| Business Process Analysis: Foundation | Information Processing | 3-4 | - | 5 | 22 | | 12 | | 7 | | | 6 | 10 | | 5 | | R 9 400 |
| Finance for Non-Financial Managers | Financial Acumen | 3-4 | - | 2 | | 6 | | 10 | 22 | 12 | | 14 | | 9 | | 4 | R 4 800 |
| Project Management & Principles (Non Project Managers) | Project Management | 3-4 | - | 3 | 23 | | 13 | | 15 | | 17 | | 11 | | 13 | | R 7 200 |
| Train the Trainer (Based on CompTIA CTT+) | Presentations & Training | 3-4 | - | 3 | | | 27 | | 22 | | | 6 | | | 26 | | R 5 600 |

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| INTERPERSONAL SKILLS (START DATE) | | | | | | | | | | | | | | | | | |
| Advanced Interpersonal Skills | Relationship Management | 4-5 | 252027 | 1 | | | 5 | | | 8 | | | 18 | | | 11 | R 1 800 |
| Advanced Interpersonal Communication | Relationship Management | 3-4 | - | 1 | 25 | | | 6 | | 15 | 26 | | | 4 | | 6 | R 2 600 |
| Diversity in the Workplace - A South African perspective | Relationship Management | 4-5 | 252043 | 1 | | | 2 | 23 | | 29 | | | 7 | | 14 | | R 2 600 |
| Effective Conflict Resolution | Relationship Management | 4-5 | 114226 | 2 | 18 | | 6 | | 15 | | 11 | | 20 | | 22 | 13 | R 4 100 |
| Emotional Intelligence - Effective management of self and others | Self Development | 4-5 | 252031 | 1 | | 8 | | 5 | 22 | 7 | | 22 | | 23 | | 7 | R 2 600 |
| Negotiating | Relationship Management | 3-4 | - | 1 | | | 15 | | | 23 | | | 27 | | | 13 | R 2 600 |
| The Business of Listening | Communication | 3-4 | - | 1 | | 26 | | | 4 | | | 14 | | | 29 | | R 2 600 |
| INTRAPERSONAL SKILLS (START DATE) | | | | | | | | | | | | | | | | | |
| Achieving Life Balance | Self Development | 3-4 | - | 1 | | | 9 | | | 7 | | | 20 | | 21 | | R 2 600 |
| Developing Positive Assertiveness | Resilience | 3-4 | - | 1 | 19 | | 23 | | 18 | | 18 | | 19 | | 22 | | R 1 800 |
| Personal Transformation | Self Development | 3-4 | - | 2 | | | 28 | | | 5 | | | 19 | | | 11 | R 4 100 |
| SUPERVISORY & LEADERSHIP SKILLS (START DATE) | | | | | | | | | | | | | | | | | |
| Becoming a Successful Supervisor | Leadership Development | 3-4 | - | 1 | | 23 | 22 | 13 | 25 | | 13 | 29 | | 16 | 20 | | R 2 600 |
| Coaching Skills for Leaders | Team Development | 3-4 | - | 1 | | | 2 | | | 21 | | | 28 | | 7 | | R 2 600 |
| Delegation Skills for Leaders | Team Development | 4-5 | - | 1 | | | 7 | | | 20 | | | 5 | | | 10 | R 2 600 |
| Leadership Skills for Women | Leadership Development | 3-4 | - | 1 | | 9 | | 11 | | 19 | | 8 | | | 6 | | R 1 800 |
| Making the Transition from Technical Specialist to Manager | Leadership Development | 3-4 | - | 3 | | 21 | | 16 | | 26 | | 14 | | 9 | | 4 | R 7 200 |
| Managing the Customer Service Experience | Customer Care Management | 4-5 | 242829 | 1 | | 16 | | | 16 | | | 31 | | | 22 | | R 2 600 |
| Mentoring | Team Development | 3-4 | - | 1 | | 20 | | 19 | | 1 | | | 7 | | 15 | | R 2 600 |
| Performance Appraisals: How to Monitor and Evaluate Team Members | Team Development | 4-5 | 252034 | 1 | | | 6 | | 10 | | 25 | | 27 | | 20 | | R 2 600 |
| Problem Solving for Teams: Make Consensus More Achievable | Team Development | 4-5 | - | 1 | | 26 | | 17 | | 20 | | 14 | | 10 | | 5 | R 2 600 |
| Team Leaders: Developing Great Teams | Team Development | 4-5 | 242821 | 2 | | | 28 | | 16 | | 24 | | 13 | | 28 | | R 4 100 |
| Welcome to Management | Leadership Development | 4-5 | 242818,242821 242816 | 3 | | 6 | | | 18 | | 3 | | 25 | | 20 | | R 5 600 |
| CUSTOMER SERVICES (START DATE) | | | | | | | | | | | | | | | | | |
| Call Centre Success | Customer Orientation | 3-4 | - | 2 | | 12 | | 19 | | | 31 | | | 2 | | 4 | R 4 200 |
| Customer Service Improvement Programme | Customer Orientation | 3-4 | - | 2 | 17 | | 8 | | 24 | 20 | | 22 | 4 | | 28 | | R 4 200 |
| Customers Are Really Everything (CARE) | Customer Orientation | 3-4 | - | 1 | | 27 | | 19 | | 8 | | 14 | | 24 | | 5 | R 2 600 |
| Telephone Impact and Customer Service | Telephonic Customer Orientation | 3-4 | - | 1 | | 16 | | 18 | | 12 | | 29 | | 30 | | 6 | R 2 600 |
| BUSINESS FUNDAMENTALS (START DATE) | | | | | | | | | | | | | | | | | |
| Essential Reading and Writing Skills in Business (English Second Language) | Communication | 2-3 | 119465 119457 | 2 | Offered on Demand for Closed Group Training Sessions | | | | | | | | | | | | R 2 900 |
| Essentials of Business Calculations (Basic) | Financial Acumen | 2-3 | 11241 | 1 | | | | | | | | | | | | | R 1 800 |
| Essentials of Business Writing Skills | Communication | 2-3 | 119457 | 1 | | | | | | | | | | | | | R 1 800 |
| Essentials of Customer Care in Business | Customer Orientation | 2-3 | 119676 | 1 | | | | | | | | | | | | | R 1 800 |
| Essentials of Functioning in a Business Environment | Self Development | 2-3 | 7785 | 1 | | | | | | | | | | | | | R 1 800 |
| Essentials of Verbal Communication in Business | Communication | 2-3 | 119472 | 1 | | | | | | | | | | | | | R 1 800 |

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| POWER TRAINING SESSIONS | | | | | | | | | | | | | | | | | |
| Achieving Life Balance | Self Development | - | - | 2.5 Hrs. | Focused training interventions offered within the customers business environment, Customised and flexible to suit client specific requirements and business dynamics. | | | | | | | | | | | | Same Day R 8,000 (morning session) R 4,000 (afternoon session) Up to 25 delegates in total |
| Attitude | Self Development | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| Business Etiquette & Professionalism | Self Development | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| Calming Upset Customers | Customer Orientation | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| E-mail Management - 20 Tips | Communication | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| Emotional Intelligence | Self Development | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| Influence - The Formula for Success | Self Development | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| Leadership Ethics | Leadership and Management | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| Power Listening | Communication | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| Setting Goals - A Practical Approach | Self Development | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| The "How-to" of Quality | Organisational Development | - | - | 2.5 Hrs. | | | | | | | | | | | | | |
| Thinking on your feet | Self Development | - | - | 2.5 Hrs. | | | | | | | | | | | | | |

*Please note that SAQA Unit Standards aligned courses do not imply assessment on the NQF. For more information consult the Bytes People Solutions contact person.