

SOFTSKILLS ACADEMY SCHEDULE CAPE TOWN



BYTES PEOPLE SOLUTIONS
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SOFTSKILLS ACADEMY SCHEDULE CAPE TOWN 2018

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	18				14				19				R 2,600
Change Management	Productivity	4-5	-	1	Offered on Demand for Closed Group Training Sessions												R 2,600
Effective Communication in the workplace (Meetings, Presentations, Reports)	Communication	4-5	12433	2			15			19			26			4	R 4,200
Effective Presentation Skills	Presentations	4-5	12433	2		19		18		25		2		22		12	R 4,100
Effective Time Management	Productivity	3-4	-	1		7		4		11		17		29		13	R 1,800
Essential Skills for Formal Meetings	Organisational Development	4-5	242816	1	26				18				3				R 2,600
HR for Non-HR Managers	Resource Management	3-4	-	2			22				4				28		R 4,200
Morals & Ethics in the Work Environment	Organisational Development	4-5	252042	1	10			6			9			1			R 2,600
Productivity Workshop: Professional PA's and Administrators	Productivity	3-4	-	2			5				19				22		R 4,200
Productivity: Information and Self Management	Productivity	3-4	-	1		12			4			1			6		R 2,600
Report Writing	Communication	3-4	-	1	31		2		3		11		7		15		R 1,800
Stress Management	Productivity	3-4	-	1			29				6				30		R 1,800
Successful Minute Taking	Communication	3-4	-	1	29		19		15		30		25		21		R 1,800
Writing Skills (Business, Level 1)	Communication	4-5	119465 119457	2		5			23			21			19		R 4,200
Writing Skills (Business, Level 2)	Communication	4-5	12153	1	22			26			13			26			R 2,600
SPECIALISED BUSINESS SKILLS (START DATE)																	
Business Process Analysis: Foundation	Information Processing	3-4	-	5	22												R 9,400
Finance for Non-Financial Managers	Financial Acumen	3-4	-	2			1			11			10			3	R 4,800
Project Management & Principles (Non Project Managers)	Project Management	3-4	-	3		12			7		23			22			R 7,200
Train the Trainer (Based on CompTIA CTT+)	Presentations & Training	3-4	-	3				9				14					R 5,600

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

ABOUT US:

At Bytes People Solutions we're passionate about helping employees, and therefore organisations, perform better. Our Soft Skills offerings are designed to improve personal and interpersonal skills, business skills, and ultimately the efficiency of our clients' employees.

Developing Soft Skills, from work ethic to attitude to effective communication, can help people excel, aiding them in evolving into the leaders of their respective fields or organisations. The ultimate benefit of soft skills development, however, is the ripple effect it causes. The profound effect that small changes in an individual's thoughts and behaviour can have on the team in which they work has the potential to impact the rest of the organisation in productive and fruitful ways.

Most of our courses are aligned with the Unit Standards of the National Qualification Framework (NQF). The four pillars to our approach comprise:

- Unit Standards aligned material – Level 2 and 3
- Unit Standards aligned material – Level 4 and 5
- Power-hour focused interventions
- International course content

LOCATIONS:

Our highly-qualified Instructors can deliver training either at our clients' premises or at one of the Bytes People Solutions training centres, conveniently located in Midrand, Cape Town and Durban.

SERVICES Seta Accredited Training Provider

COURSE CLUSTERS:

- **Business Skills:** Designed to help employees perform professionally within an organisation.
- **Specialised Business Skills:** Professional and detailed training to develop specific business expertise in the fields of Business Process Management, Project Management, Business Finance, and ITIL.
- **Interpersonal Skills:** Skills programmes that develop employees to work well within a team, and their ability to communicate effectively with colleagues and customers.
- **Intrapersonal Skills:** Courses are designed to develop emotional intelligence, thereby enhancing the ability to know, understand and manage their own emotions.
- **Supervisory and Leadership Skills:** Programmes aimed at creating effective supervisors and leaders in order to improve employee motivation, increase organisational performance, and communicate expectations.
- **Customer Care:** Providing front-line staff with the knowledge, skills and competencies to effectively improve customer service and customer satisfaction.
- **Business Fundamentals:** Aimed at developing employees, with limited business exposure, how to function in an office environment.

WHAT OUR CUSTOMERS SAY:

- "The course was very informative and easy to grasp. Relates to our work environment and everyday life."
- "Really enjoyed this course and would like to attend more at Bytes. Thank you for a great course."
- "I've had a very positive experience at Bytes, from the reception staff to the trainer. I look forward to using Bytes for my training needs in the future."
- "Excellent training. Trainer was very informative, friendly and great people's person."
- "Thank you for the life-skills learnt from this course. It's going to pave the way for establishing new relationships and maintaining the existing ones."
- "The course attended was excellent and I am encouraged to do more courses with Bytes People Solutions in the future!"
- "The course was very productive and interesting."
- "Very Professional and efficient delivery of training. Course content can be applied to real life situations."
- "This was a real value adding course that I will be able to use. I also really enjoyed the instructors personality."
- "The instructor was vibrant, enthusiastic, respectful, polite & patient."

OUR CONTACT DETAILS:

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Cape Town Venue

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Cape Town (Satellite Training Centre)

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2 Strand Road
Bellville
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Email: ctn.sales@bytes.co.za

POWER "HOUR" TRAINING:

Bytes People Solutions also offers Power-Hour Sessions which are conducted on clients' premises and are designed to be highly impactful as well as time and cost-efficient, taking up no more than three hours per group.

Group sizes can vary anywhere between 10 and 50 employees, depending on venue suitability.

