

# SOFTSKILLS ACADEMY SCHEDULE DURBAN



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## SOFTSKILLS ACADEMY SCHEDULE DURBAN 2018

| Intervention  | Competency                 | Level | Unit Standards   | Duration (Days) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Cost (Excl VAT) |
|---|----------------------------|-------|------------------|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|
| <b>SALES SKILLS</b>   |                            |       |                  |                 |     |     |     |     |     |     |     |     |     |     |     |     |                 |
| Key Account Management - How to manage and grow key accounts                | Sales                      | 4-5   | -                | 2               |     |     |     |     |     |     |     |     |     |     |     |     | R 7,300         |
| Smarter Selling - How to grow sales by building trusted relationships       | Sales                      | 4-5   | -                | 2               |     |     |     |     |     |     |     |     |     |     |     |     | R 7,300         |
| <b>BUSINESS SKILLS (START DATE)</b>   |                            |       |                  |                 |     |     |     |     |     |     |     |     |     |     |     |     |                 |
| Competency Based Recruitment  | Resource Management        | 3-4   | -                | 1               | 18  |     |     |     | 14  |     |     |     | 19  |     |     |     | R 2,600         |
| Change Management   | Productivity               | 4-5   | -                | 1               |     |     |     |     |     |     |     |     |     |     |     |     | 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               |     | 13  | 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<br>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         |
| <b>SPECIALISED BUSINESS SKILLS (START DATE)</b>                             |                            |       |                  |                 |     |     |     |     |     |     |     |     |     |     |     |     |                 |
| Business Process Analysis: Foundation                                       | Information Processing     | 3-4   | -                | 5               | 22  |     |     |     | 7   |     |     | 6   |     |     | 5   |     | 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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| <b>INTERPERSONAL SKILLS (START DATE)</b>                                   |                                 |       |                         |                 |  |     |     |     |     |     |     |     |     |     |     |     |                 |
| 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         |
| <b>INTRAPERSONAL SKILLS (START DATE)</b>                                   |                                 |       |                         |                 |  |     |     |     |     |     |     |     |     |     |     |     |                 |
| 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         |
| <b>SUPERVISORY &amp; LEADERSHIP SKILLS (START DATE)</b>                    |                                 |       |                         |                 |  |     |     |     |     |     |     |     |     |     |     |     |                 |
| 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<br>242816 | 3               |  | 26  |     |     |     |     | 16  |     |     |     | 7   |     | R 5,600         |
| <b>CUSTOMER SERVICES (START DATE)</b>                                      |                                 |       |                         |                 |  |     |     |     |     |     |     |     |     |     |     |     |                 |
| 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         |
| <b>BUSINESS FUNDAMENTALS (START DATE)</b>                                  |                                 |       |                         |                 |  |     |     |     |     |     |     |     |     |     |     |     |                 |
| Essential Reading and Writing Skills in Business (English Second Language) | Communication                   | 2-3   | 119465<br>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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| <b>POWER TRAINING SESSIONS</b>       |                            |       |                |                 |   |     |     |     |     |     |     |     |     |     |     |     |   |
| 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<br>R 8,000 (morning session)<br>R 4,000 (afternoon session)<br>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:

### Midrand Venue

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### Durban Venue

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### Cape Town Venue

Ground Floor, Oceana House  
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Email: ctn.sales@bytes.co.za

### Cape Town (Satellite Training Centre)

Sanlam Head Office  
2 Strand Road  
Bellville  
Tel: 021 832 1700  
Fax: 021 418 0026  
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.

