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You reap the benefit through our courses

SOFT SKILLS TRAINING
Business Skills

Accreditation and Training Services
is a registered training provider with the ETDP SETA.





Business History and Field of Operation

Following the South African Qualifications Authority's (SAQA) decision in that all training programmes falling within the generic educational training practices domain, will in future become an Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) responsibility. Up to that stage the various SETA`s trained, assessed and registered their own assessors, facilitators, moderators etc. In view of the fact that the SAQA decision would stimulate the ETD training market, ATS was launched and accredited at the ETDP SETA (nr. ETDP9952).

Training is offered at ATS' main training facility in Groenkloof, Pretoria. Various other training venues can be arranged throughout South Africa to meet the particular requirements of our clients.

An indication of the scope of training offered and number of candidates already trained is provided by the following: more than 3000 individuals from a variety of sectors have been trained as assessors; in excess of 1000 moderators have also been trained, as well as some 500 facilitators, 50 assessment designers, some 200 evidence facilitators, and 350 coaches (one-to-one trainers). We also have accreditation to present ABET training programs (Literacy and Numeracy), Skills Development Facilitators (SDF) and Early Childhood Development Level 4 & 5.

Audit Results

We were audited by the ETQA of the ETDP SETA and our accreditation has been extended to 2015.



Soft Skills Training

Soft Skills are personal attributes that enhance an individual's interactions, job performance and career prospects, it is the character traits and interpersonal skills that characterises a person's relationships with other people. In simple terms, Soft Skills have more to do with who we are than what we know. In the workplace, soft skills are considered a complement to hard skills, which refer to a person's knowledge and occupational skills.

The Soft Skills required for a builder, for example, would be business ethics, supply chain management, conflict management, customer service, team building, coaching and mentoring, and project and time management. Alternatively, the hard skills for a builder would include a vast comprehension of building techniques, materials, regulations and structural integrity.

Please contact us for more information on any of our Soft Skills training courses

We have scheduled courses open to the public and we do on-site training for groups of 8 or more.

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Administrative Support Skills Workshop

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skilfully. The practices presented in this course may take time to be a part of your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviours in a short amount of time.

Workshop Objectives:

- Getting Organized
- Manage their time more effectively
- Prioritize their time so they can get it all done.
- Complete Special Tasks
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Empowering Yourself
- Deal better with their managers
- Taking Care of Yourself is a priority

Duration:

1 Day



Business Ethics Skills Workshop

A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

Workshop Objectives:

- Define and understand ethics.
- Understand the benefits of ethics.
- Create strategies to implement ethics at work.
- Recognize social and business responsibility.
- Identify ethical and unethical behaviour.
- Learn how to make ethical decisions and lead with integrity.

Duration:

1 Day



Business Etiquette Workshop

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

Workshop Objectives:

- Define etiquette and provide an example of how etiquette can be of value to a company or organization.
- Understand the guidelines on how to make effective introductions.
- Identify the 3 C's of a good impression.
- Understand how to use a business card effectively.
- Identify and practice at least one way to remember names.
- Identify the 3 steps in giving a handshake.
- Enumerate the four levels of conversation and provide an example for each.
- Understand place settings, napkin etiquette and basic table manners.
- Understand the meaning of colours in dressing for success.
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code.

Duration:

1 Day



Business Succession Planning Workshop

The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises. It is essential to the long-term survival of a company. Every company should have a form of succession planning in its portfolio as it is not the expected absences that can cripple a company, but the unexpected ones.

Whether it is preparing someone to take over a position of leadership in a corporation, or the sole proprietor of a small business, Business Succession Planning will teach you the difference between succession planning and mere replacement planning. How you prepare people to take on the responsibilities of leadership so that the company thrives in the transition is just as important as picking the right person for the job.

Workshop Objectives:

- Define business succession planning and its role in your company.
- Lay the groundwork to develop a succession plan.
- The importance of mentorship.
- Define and use a SWOT analysis to set goals.
- Create a plan, assign roles, and execute the plan.
- Communicate to develop support and manage change.
- Anticipate obstacles, and evaluate and adapt goals and plans.
- Characterise success.

Duration:

1 Day



Call Center Training Workshop

Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Center Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current clientele. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

Workshop Objectives:

- Define and understand call center strategies.
- Identify different types of buying motivations.
- Create SMART Goals.
- Familiarise myself with strategies that sharpen effective communication.
- Use proper phone etiquette.
- Set benchmarks.

Duration:

1 Day



Change Management Workshop

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this workshop.

The Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Workshop Objectives:

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Describe the importance of resiliency and flexibility in the context of change

Duration:

1 Day



Customer Service Workshop

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Workshop Objectives:

- State what customer service means in relation to all your customers, both internal and external
- Recognise how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build goodwill through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

Duration:

1 Day



Knowledge Management Workshop

The Encarta Dictionary defines knowledge management as the organisation of intellectual resources and information systems within a business environment. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a lot of knowledge!

The Knowledge Management workshop will give participants the tools that they will need to begin implementing knowledge management in your organisation, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

Workshop Objectives:

- Understand the basic concept of knowledge management (KM)
- Identify the do's and don'ts of KM
- Identify the KM live cycle
- Identify the new KM paradigm
- Identify the KM models
- Understand how to build a KM rational for your company
- Understand how to customise KM definitions
- Identify the steps to implementing KM in your organisation
- Identify tips for success
- Understand the advance topics in KM

Duration:

1 Day



Lean Process & Six Sigma Workshop

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result.

Our Lean Process and Six Sigma workshop will provide an introduction to this way of thinking that has changed so many corporations in the world. This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organisations.

Workshop Objectives:

- Develop a 360 degree view of Six Sigma and how it can be implemented in any organization.
- Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles.
- Describe the key dimensions of quality – product features and freedom from deficiencies
- Develop attributes and value according to the Kano Model
- Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers.
- Describe what is required to regulate a process
- Give examples of how poor quality affects operating expenses in the areas of appraisal, inspection costs, internal failure costs, and external failure costs
- Using basic techniques such as DMAIC and how to identify Six Sigma Projects
- Use specific criteria to evaluate a project
- Discover root causes of a problem

Duration:

1 Day



Meeting Management Workshop

This workshop is designed to give your participants the basic tools you need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this workshop your participants will learn the needed skills in planning and implementing a successful meeting.

The Meeting Management workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

Workshop Objectives:

- Planning and Preparing
- Identifying the Participants
- How to choose the time and place
- How to create the agenda
- How to set up the meeting space
- How to incorporate your electronic options
- Meeting Roles and Responsibilities
- Use an agenda
- Chairing a Meeting
- How to deal with disruptions
- How to professionally deal with personality conflicts
- How to take minutes
- How to make the most of your meeting using games, activities and prizes

Duration:

1 Day



Overcoming Sales Objections Workshop

Experiencing a sales objection can be a disheartening event. Through this course your participants will learn how to eliminate the objection and push through to get that sale. Even the best quality services or items can be turned down, and learning how to overcome these denials will be of great benefit.

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an on-going relationship with new clients. Objections will always occur no matter the item being sold or presented.

Workshop Objectives:

- Understand the factors that contribute to customer objections.
- Define different objections.
- Recognise different strategies to overcome objections.
- Identify the real objections.
- Find points of interest.
- Learn how to deflate objections and close the sale.

Duration:

1 Day



Safety in the Workplace Workshop

Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards in order for them to be effective.

Our Safety in the Workplace course will be instrumental in reviewing common hazards and safety techniques. After completion, your participants will have the tools to help them create a Safety Policy for your workplace. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

Workshop Objectives:

- Define workplace safety.
- Understand legal responsibilities associated with a safe work environment.
- Create a safety plan and identify hazards.
- Recognize the role of management.
- Develop training procedures.
- Learn how to implement a safety plan.

Duration:

1 Day



Sales Fundamentals Workshop

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that there is something for them in making their interest concrete – something that merits spending some of their hard-earned money.

The Sales Fundamentals Workshop will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.

Workshop Objectives:

- Understand the language of sales
- Prepare for a sales opportunity
- Begin the discussion on the right foot
- Make an effective pitch
- Handle objections
- Seal the deal
- Follow up on sales
- Set sales goals
- Manage sales data
- Use a prospect board

Duration:

1 Day



Supply Chain Management Workshop

Supply Chain Management improves the coordination and relationship between Suppliers, Producers, and Customers. It must be kept at a high level of organization to be successful in today's global economy. Goods and services are now pieced together from all over the world, and this process can be hectic and complicated if not managed correctly.

With Supply Chain Management your company and employees will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

Workshop Objectives:

- Take a look at inventory management
- Study supply chain groups
- Review tracking and monitoring methods
- Examine supply chain event management
- Comprehend the flows of supply chain management and data warehouses
- Understand the levels of supply chain management and their effects
- Identify how supply chain management relates to: Customer satisfaction, Improving performance, Lowering costs, and Product development

Duration:

1 Day

