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***You reap the benefit through our courses***

# SOFT SKILLS TRAINING

## Conflict Management 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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## Anger Management Skills Workshop

Benjamin Franklin once said, 'In this world nothing can be said to be certain, except death and taxes.' We would add a third item to his list: anger. Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish in your personal and professional life.

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively.

The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

### Workshop Objectives:

- Understand anger dynamics in terms of the anger cycle and the fight and flight theory.
- Know common anger myths and their factual refutations.
- Know the helpful and unhelpful ways of dealing with anger.
- Understand the difference between objective and subjective language.
- Know tips in identifying the problem.
- Express a feeling or position using I-messages.
- Negotiation and solution-building.
- Reflect on one's hot buttons and personal anger dynamics.
- Learn and practice de-escalation techniques.

### Duration:

1 Day



## Civility in the Workplace Workshop

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behaviour, as well as different ways organisations can systematise civility in the workplace will also be discussed. The benefits to Civility in the Workplace are countless and will pay off immensely in every aspect of your job.

### Workshop Objectives:

- Define civility, understand its causes, and enumerate at least three of its behavioural indicators.
- Understand the costs of incivility, as well as the rewards of civility, within the workplace.
- Learn practical ways of practicing workplace etiquette.
- Learn the basic styles of conflict resolution.
- Learn skills in diagnosing the causes of uncivil behaviour.
- Understand the role of forgiveness and conflict resolution.
- Understand the different elements of effective communication.
- Learn facilitative communication skills such as listening and appreciative inquiry.
- Learn specific interventions that can be utilized when there's conflict within the workplace.
- Learn a recommended procedure for systematising civil behaviour within the workplace.

### Duration:

1 Day



## Conflict Resolution Workshop

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

### Workshop Objectives:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

### Duration:

1 Day



## Workplace Harassment Workshop

Harassment can be based on a variety of factors that differ from the one doing the harassment, such as race, sex, and disability. Experiencing uncomfortable situations in the workplace may be more than an offense against an individual. It can be a crime committed against the law, which is why this topic has become very important for every organisation.

The Workplace Harassment workshop will help give participants the tools necessary to recognise harassment in the workplace as well understand your rights and responsibilities under the law, with regard to safety in the workplace. Through this workshop your participants will recognise that it is necessary for everyone to help create programs that teach employees to identify harassment and exercise anti-harassment policies.

### Workshop Objectives:

- Identify the words and actions that constitute harassment.
- Understand what the law says about harassment.
- Implement anti-harassment policies.
- Educate employees and develop anti-harassment policies.
- Discuss employer and employee's rights and responsibilities.
- Address accusations of harassment.
- Apply proper mediation procedures.
- Deal with the aftermath of harassment.

### Duration:

1 Day



## Workplace Violence Workshop

Workplace harassment is illegal and destructive to any organization. It is important to treat everyone in the workplace with respect and dignity. Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace harassment training is essential to the welfare of all businesses and their employees.

In order to prevent Workplace Violence, it is essential that managers and employees are able to identify individuals who could become violent and understand how to diffuse dangerous situations. This workshop will help participants to identify and address violence in the workplace, as well as giving them the tools to develop their own Workplace Harassment Policy.

### Workshop Objectives:

- Define workplace harassment.
- Understand bullies and how to avoid hiring them.
- Create a risk assessment and understand how to handle violence.
- Recognize social and business responsibility.
- Develop relevant policies and procedures.
- Learn how to investigate complaints.

### Duration:

1 Day

