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

**SOFT SKILLS TRAINING**  
**Human Resource 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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## Employee Onboarding Workshop

Employee Onboarding is an important and vital part of any companies hiring procedure. Hiring, training, and bringing new employees on board cost a lot of money and are major investments. Onboarding is a secure investment that will assist newly hired employees in developing and keeping their skills, knowledge, and value within the company. It will stop highly skilled workers from being lured to a competitor, which makes your company stronger within the market.

Through Employee Onboarding you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

### Workshop Objectives:

- Define onboarding.
- Understanding the benefits and purpose of onboarding.
- Recognize how to prepare for an onboarding program.
- Identify ways to engage and follow up with employees.
- Create expectations.
- Discover the importance of resiliency and flexibility.

### Duration:

1 Day



## Employee Recruitment Workshop

Many companies simply wait for talent to come to them. Simply advertising an open position and hoping that you find the right talent does not guarantee that you will find the best people for the jobs in your organisation. Actively seeking out qualified candidates is the best way to ensure that you find the talent that you need. Recruitment is essential to the success of your business.

Hiring a new employee is one of the largest investments you can make in business. That is why hiring the correct employee is so important. Hiring the right employee is more important than ever, as training can be very expensive. Employee turnover costs companies a lot of money each year. This course will provide the Employee Recruitment that your hiring department needs to help them interview and recruit the right employee for you.

### Workshop Objectives:

- Defining recruitment.
- Understanding the selection process.
- Recognizing the GROW model and how to set goals.
- Preparing for the interview and question process.
- Identifying and avoiding bias when making offers.
- Discovering ways to retain talent and measure growth.

### Duration:

1 Day



## Generation Gaps Workshop

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps workshop will help participants understand the various generations present at work, and understand what motivates them and dealing with them on a daily basis. Both the young and older worker will have many ideas to offer, which will help the organisation thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

### Workshop Objectives:

- History behind generation gaps
- What are traditionalists
- What are baby boomers
- What are Generation Xers
- What are Generation Yers
- Differences between each type of generation
- Finding common ground among the generations
- Conflict management
- Leveraging the benefits of generation gaps at work

### Duration:

1 Day



## Hiring Strategies Workshop

Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture. Be sure to hire the right person for the right position. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude, and fit for your organisation's culture.

Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this workshop as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your participants will obtain the necessary tools required in finding that diamond in the rough.

### Workshop Objectives:

- Know how to present the current open position
- Develop a workable hiring strategy
- Know how to determine which candidates to interview
- Steps and techniques to use in an interview
- Welcome newly hired employees
- Find potential candidates for the position

### Duration:

1 Day



## Human Resource Management Workshop

In recent years, tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organisation has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This workshop will provide your participants those skills and assist them with certain Human Resource situations.

### Workshop Objectives:

- Describe the implications of different aspects of Human Resource Management on your daily responsibilities
- Define human resources terms and subject matter
- Recruit, interview, and retain employees more effectively
- Follow up with new employees in a structured manner
- Be an advocate for your employees' health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline and termination
- Evaluate some of the strengths and opportunities for Human Resources in your own workplace
- Identify three areas for further development within the Human Resources field as part of a personal action plan

### Duration:

1 Day



## Managing Workplace Anxiety Workshop

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

Our Managing Workplace Anxiety workshop will provide your participants the important skills and resources to recognise and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this workshop your participants will be better suited to the challenges that the workplace can bring.

### Workshop Objectives:

- Explore different types of workplace anxieties
- Learn to recognise symptoms and warning signs
- Determine ways of coping and managing problems
- Recognise common trigger and accelerants
- Learn the difference between anxiety and common nervousness

### Duration:

1 Day



## Performance Management Workshop

Performance Management is making sure the employee and the organisation are focused on the same priorities. It touches on the organisation itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. The key in keeping an organisation and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organisation and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

### Workshop Objectives:

- Define performance management.
- Understand how performance management works and the tools to make it work.
- Learn the three phases of project management and how to assess it.
- Discuss effective goal-setting.
- Learn how to give feedback on performance management.
- Identify Kolb's Learning Cycle.
- Recognise the importance of motivation.
- Develop a performance journal and performance plan.

### Duration:

1 Day



## Talent Management Workshop

Talent Management is an investment. Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. The item that usually accounts for the highest cost for a company is its workforce. With a company's workforce being the highest cost to it, does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce and attracting a higher calibre of new employee.

We all know that training and retraining costs money and Talent Management can reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority in today's business environment. Having a talented group of employees has always been a key to success; it will translate into cost savings and higher productivity. Talent Management is the investment that will pay dividends over the course of its use.

### Workshop Objectives:

- Define talent and talent management.
- Understand the benefits of talent management.
- Recognize performance management and ways to review talent.
- Identify employee engagement.
- Create assessments and training programs.
- Learn how to improve employee retention.

### Duration:

1 Day



## Telework & Telecommuting Workshop

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help your participants become great teleworkers.

Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.

### Workshop Objectives:

- Know the skills required for working outside the office
- Learn keys to proper self-management
- Learn ways to manage time efficiently
- Know different methods of organization and planning
- Identify various forms of communication and their proper use
- Address and resolve challenges that teleworkers can face

### Duration:

1 Day



## Trade Show Staff Training Workshop

Being a part of a trade show can be a wise investment for any company. But preparation is important because it can 'make or break' how well you succeed during the show.

Employees must realize that they are acting as a representative for the company and should be knowledgeable of its products and services. Preparing your staff for the trade show is a big job, so get started early!

### Workshop Objectives:

- Recognize effective ways of preparing for a trade show
- Know essential points to setting up a booth
- Know the Dos and Don'ts behaviours during the show
- Acknowledge visitors and welcome them to the booth
- Engage potential customers and work towards a sale
- Wrap up the trade show and customer leads

### Duration:

1 Day



## Train the Trainer Workshop

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do. Your participants will begin the process of becoming trainers themselves, and understand that training is a process where skills, knowledge, and attitudes are applied.

The Train-The-Trainer workshop will give all types of trainer's tools to help them create and deliver engaging, compelling workshops that will encourage trainees to come back for more. Skills such as facilitating, needs analyses, understanding participant's needs, and managing tough topics will give your trainees what the need to become a trainer themselves.

### Workshop Objectives:

- Define training, facilitating, and presenting
- Understand how to identify participants' training needs
- Create a lesson plan that incorporates the range of learning preferences
- Create an active, engaging learning environment
- Develop visual aids and supporting materials
- Manage difficult participants and tough topics

### Duration:

1 Day



## Virtual Team Building & Management Workshop

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment.

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give your participants the knowledge to work with these challenges and succeed in a growing global workforce.

### Workshop Objectives:

- Know the keys to establishing a virtual team
- Learn how to hold effective meetings and group sessions
- Learn effective ways to communicate with team members
- Use tools to build trust and confidence among employees
- Know how to handle poor performing employees
- Know how to manage a virtual team during any project

### Duration:

1 Day



## Workplace Diversity Workshop

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. Your participants will be able to use strategies for removing barriers and stereotypes, and to encourage diversity in the workplace and even through their community.

The Workplace Diversity workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. They will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

### Workshop Objectives:

- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyse the situation, and take appropriate resolution action

### Duration:

1 Day

