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

SOFT SKILLS TRAINING
Middle 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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Middle Manager Workshop

Traditionally, middle managers make up the largest managerial layer in an organisation. The Middle Manager is responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organisation and understands how to effectively execute these goals.

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organisation's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organisation is very important. They are in communication with a very large percentage of the company, and will have a large impact throughout the organisation.

Workshop Objectives:

- Define management.
- Understand ethics in the workplace.
- Manage information and make decisions.
- Be familiar with the control process.
- Use organisational strategies to facilitate change.
- Create structures and processes to manage teams.
- Manage as a leader.

Duration:

1 Day



Office Politics for Managers Workshop

You have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee.

Office Politics for Managers workshop is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

Workshop Objectives:

- Understand the purpose and benefits of office politics.
- Setting boundaries and ground rules for new employees.
- Learn to interact and influence among colleagues.
- Learn how to manage various personality types in the office.
- Determine how to gain support and effectively network.
- Recognise how you are a part of a group and how you function.

Duration:

1 Day



Supervising Others Workshop

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Workshop Objectives:

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

Duration:

1 Day

