

# SOFTSKILLS ACADEMY SCHEDULE DURBAN



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## SOFTSKILLS ACADEMY SCHEDULE DURBAN

Intervention	Competency	Level	Unit Standards	Duration (Days)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Cost (Excl VAT)
<b>BUSINESS SKILLS (START DATE)</b>																	
Competency Based Recruitment	Resource Management	3-4	-	1	12				15				6				R 2 475
Change Management	Productivity	4-5	-	1	Presently offered on demand for closed group training sessions												R 2 475
Effective Communication in the workplace (Meetings, Presentations, Reports)	Communication	4-5	12433	2			16			28			12			5	R 3 850
Effective Presentation Skills	Presentations	4-5	12433	2		9		20		1		23		9		13	R 3 850
Effective Time Management	Productivity	3-4	-	1		15		6		15		7		12		4	R 1 675
Essential Skills for Formal Meetings	Organisational Development	4-5	242816	1	12				19				20				R 2 475
HR for Non-HR Managers	Resource Management	3-4	-	2			1				17				1		R 3 850
Morals & Ethics in the Work Environment	Organisational Development	4-5	252042	1	23			19			21			20			R 2 475
Productivity Workshop: Professional PA's and Administrators	Productivity	3-4	-	2			27		8		27				7		R 3 850
Productivity: Information and Self Management	Productivity	3-4	-	1			8			20			5			1	R 2 475
Report Writing	Communication	3-4	-	1		22	24		11		12		11		15		R 1 675*
Stress Management	Productivity	3-4	-	1			24				19				3		R1 675*
Successful Minute Taking	Communication	3-4	-	1	18			26			20			18			R1 675*
Writing Skills (Business, Level 1)	Communication	4-5	119465 119457	2		1			3			10			13		R 3 850
Writing Skills (Business, Level 2)	Communication	4-5	12153	1	26			28			27			16			R 2 475
<b>SPECIALISED BUSINESS SKILLS (START DATE)</b>																	
Business Process Analysis: Foundation	Information Processing	3-4	-	5		20			29			7		30			R 8 975
Finance for Non-Financial Managers	Financial Acumen	3-4	-	2			1		16				7				R 4 550
Project Management & Principles (Non Project Managers)	Project Management	3-4	-	3	23				22		24			16			R 6 725
Train the Trainer (Based on CompTIA CTT+)	Presentations & Training	3-4	-	3				11				2					R 5 225

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<b>INTERPERSONAL SKILLS (START DATE)</b>																	
Advanced Interpersonal Skills	Relationship Management	4-5	252027	1			10			8			18			11	R 1 675*
Advanced Interpersonal Communication	Relationship Management	3-4	-	1	25			7		12	26			4			R 2 475
Diversity in the Workplace - A South African perspective	Relationship Management	4-5	252043	1			29		31				7			15	R 2 475
Effective Conflict Resolution	Relationship Management	4-5	114226	2	9			12			13			24			R 3 850
Emotional Intelligence - Effective management of self and others	Self Development	4-5	252031	1		8			23	7		22		23		7	R 2 475
Negotiating	Relationship Management	3-4	-	1			15			23			27				R 2 475
The Business of Listening	Communication	3-4	-	1	16				5				8				R 2 475
<b>INTRAPERSONAL SKILLS (START DATE)</b>																	
Achieving Life Balance	Self Development	3-4	-	1			9				7				21		R 2 475
Developing Positive Assertiveness	Resilience	3-4	-	1	20		23		18		21		22		22		R 1 675*
Personal Transformation	Self Development	3-4	-	2			30				5				9		R 3 850
<b>SUPERVISORY &amp; LEADERSHIP SKILLS (START DATE)</b>																	
Becoming a Successful Supervisor	Leadership Development	3-4	-	1		23	22		25			29			20		R 2 475
Coaching Skills for Leaders	Team Development	3-4	-	1			3			21			28			22	R 2 475
Delegation Skills for Leaders	Team Development	4-5	-	1	13			11			19			2			R 2 475
Leadership Skills for Women	Leadership Development	3-4	-	1		9			5			8			6		R 1 675*
Making the Transition from Technical Specialist to Manager	Leadership Development	3-4	-	3	Presently offered on demand for closed group training sessions												R 6 725
Managing the Customer Service Experience	Customer Care Management	4-5	242829	1		16			17			31			24		R 2 475
Mentoring	Team Development	3-4	-	1			9			1			1			21	R 2 475
Performance Appraisals: How to Monitor and Evaluate Team Members	Team Development	4-5	252034	1	27				10				29				R 2 475
Problem Solving for Teams: Make Consensus More Achievable	Team Development	4-5	-	1		10			26			18			27		R 2 475
Team Leaders: Developing Great Teams	Team Development	4-5	242821	2			13			21			14			18	R 3 850
Welcome to Management	Leadership Development	4-5	242818,242821 242816	3		1					5				29		R 5 225
<b>CUSTOMER SERVICES (START DATE)</b>																	
Call Centre Success	Customer Orientation	3-4	-	2				20			31			5			R 3 850
Customer Service Improvement Programme	Customer Orientation	3-4	-	2	11		27		24		10		4		28		R 3 850
Customers Are Really Everything (CARE)	Customer Orientation	3-4	-	1		24		19		9		28		27		12	R 2 475
Telephone Impact and Customer Service	Telephonic Customer Orientation	3-4	-	1		17		28		14		15		30			R 2 475
<b>BUSINESS FUNDAMENTALS (START DATE)</b>																	
Essential Reading and Writing Skills in Business (English Second Language)	Communication	2-3	119465 119457	2	Presently offered on demand for closed group training sessions												R 2 750
Essentials of Business Calculations (Basic)	Financial Acumen	2-3	11241	1													R 1 575
Essentials of Business Writing Skills	Communication	2-3	119457	1													R 1 575
Essentials of Customer Care in Business	Customer Orientation	2-3	119676	1													R 1 575
Essentials of Functioning in a Business Environment	Self Development	2-3	7785	1													R 1 575
Essentials of Verbal Communication in Business	Communication	2-3	119472	1													R 1 575

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<b>POWER HOUR 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.												R735 per person (Minimum 15 Delegates)
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.

\* - Courses Currently on Promotion