

SOFTSKILLS ACADEMY SCHEDULE MIDRAND



BYTES PEOPLE SOLUTIONS
Bytes Office Park
241 3rd Road Halfway Gardens
Midrand
Tel: +27 (11) 205-7000
Email: gauteng.sales@bytes.co.za
www.bytespeoplesolutions.co.za

SOFTSKILLS ACADEMY SCHEDULE MIDRAND

Intervention	Competency	Level	Unit Standards	Duration (Days)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Cost (Excl VAT)
BUSINESS SKILLS (START DATES)																	
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
E-mail Etiquette	Presentations	4-5	12433	1			15	12									R 1 675
Effective Presentation Skills	Presentations	4-5	12433	2		9		20		1	3	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			1	25	8		27				7		R 3 850
Productivity: Information and Self Management	Productivity	3-4	-	1			8			23			5			1	R 2 475
Report Writing	Communication	3-4	-	1		22	31		11		12		11		15		R1 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
SPECIALISED BUSINESS SKILLS (START DATES)																	
Business Process Analysis: Foundation	Information Processing	3-4	-	5		20		3	29		17	7	19		13		R 8 975
Finance for Non-Financial Managers	Financial Acumen	3-4	-	2		6		10	22	12		14		9		4	R 4 550
Project Management & Principles (Non Project Managers)	Project Management	3-4	-	3	23		13				17		11		13		R 6 725
Train the Trainer (Based on CompTIA CTT+)	Presentations & Training	3-4	-	3					22			2					R 5 225

SOFTSKILLS ACADEMY SCHEDULE MIDRAND

Intervention	Competency	Level	Unit Standards	Duration (Days)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Cost (Excl VAT)
INTERPERSONAL SKILLS (START DATES)																	
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		15	26			4			R 2 475
Diversity in the Workplace - A South African perspective	Relationship Management	4-5	252043	1			3	28		30			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		5	22	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
INTRAPERSONAL SKILLS (START DATES)																	
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
SUPERVISORY & LEADERSHIP SKILLS (START DATES)																	
Becoming a Successful Supervisor	Leadership Development	3-4	-	1		23	22	13	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					15	26		14			15		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			29			21			14			18	R 3 850
Welcome to Management	Leadership Development	4-5	242818,242821,242846	3		1					5				29		R 5 225
CUSTOMER SERVICES (START DATES)																	
Call Centre Success	Customer Orientation	3-4	-	2				20			31			5			R 3 850
Customer Service Improvement Programme	Customer Orientation	3-4	-	2	11		30		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
BUSINESS FUNDAMENTALS (START DATES)																	
Essential Reading and Writing Skills in Business (English Second Language)	Communication	2-3	119465 119457	2													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

Presently offered on demand for closed group training sessions

SOFTSKILLS ACADEMY SCHEDULE MIDRAND

Intervention	Competency	Level	Unit Standards	Duration (Days)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Cost (Excl VAT)
POWER HOUR SESSIONS																	
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.