

TRAINING WORKSHOPS	PURPOSE / TOPICS COVERED	DURATION
PRESENTED BY: SHELDON RECRUITMENT		
*CHANGE MANAGEMENT	<ul style="list-style-type: none"> • Recognising areas in need of change • Making recommendations for change • Implementing change <p style="text-align: center;"><i>(aligned to US 15214)</i></p>	2 Days
*EFFECTIVE COMMUNICATION IN THE WORKPLACE	<ul style="list-style-type: none"> • Utilizing a range of communication techniques and identifying and solving problems related to workplace communication issues • Leading discussions, chairing meetings and working effectively with others • Organising and managing self, generating reports & delivering presentations using technology effectively <p style="text-align: center;"><i>(aligned to US 12433)</i></p>	3 Days
*MENTORING AND COACHING	<ul style="list-style-type: none"> • Understand the concept of mentoring & the characteristics of a good mentor • Understand the importance of knowledge in mentoring & apply the skills & techniques required • Prepare & conduct one-to-one on the job training sessions <p style="text-align: center;"><i>(aligned to US's 114215 & 117877)</i></p>	3 Days
RECEPTION SKILLS & CUSTOMER CARE	<ul style="list-style-type: none"> • Maintaining the reception area & contact with customers • Personal hygiene & grooming • Communication & customer service skills • Dealing with complaints • Persuasion skills • Diversity management 	1 Day
*RISK MANAGEMENT	<ul style="list-style-type: none"> • Demonstrate an understanding of business processes & potential risk to a unit • Identify potential risks & assessing the impact thereof • Develop contingency plans for managing risk • Test & revise contingency plans <p style="text-align: center;"><i>(aligned to US 252025)</i></p>	3 Days
TEAM LEADER DEVELOPMENT	<ul style="list-style-type: none"> • The role of a team leader • Communication skills & how to conduct meetings • Effective planning, project planning & time management • Managing change and performance in teams and personal change • How to motivate your employees 	1 Day

***NOTE: THESE COURSES ARE UNIT STANDARD ALIGNED BUT NOT ACCREDITEDS**