



Staff Training

All courses listed in this calendar are available as fully customisable in-house courses

Bookings can be made at www.StaffTraining.co.za, by clicking a course name in this calendar, or alternatively by calling our national offices at 0861 996 660

2019 Course Calendar - Durban

January - December



Course	Duration	Dates	Price
3 Day Leadership +	3-days	6,7,8 Mar 21,22,23 May 31 Jul, 1,2 Aug 11, 12, 13 Sep 22,23,24 Oct	R7 480.00**
AIDS Awareness	1-day	Available In-House Only	-
AIDS Awareness	½-day	Available In-House Only	-
Assertiveness	1-day	30 Jan 5 Mar 20 May 30 Jul 27 Sep 4 Nov	R2 140.00
Basic Project Management	2-days	25,26 Feb 6,7 May 23,24 Jul 5,6 Sep 16,17 Oct 6,7 Nov	R4 280.00
Business Etiquette	1-day	11 Mar 24 May 18 Jul 10 Sep 5 Nov	R2 140.00
Business Etiquette and Diversity	1-day	11 Feb 8 Apr 28 Jun 8 Aug 15 Oct 2 Dec	R2 140.00
Business Writing Skills	1-day	20 Feb 12 Apr 3 Jun 13 Aug 10 Oct 2 Dec	R2 140.00
Coaching and Mentoring	2-days	12,13 Mar 8,9 May 16,17 Jul 16,17 Sep 12,13 Nov	R4 280.00
Coaching Skills for Supervisors	2-days	4,5 Feb 4,5 Apr 24,25 Jun 14,15 Aug 14,15 Oct	R4 280.00
Collaboration as a Management Tool ^{NEW}	1-day	6 Feb 11 Apr 12 Jun 12 Aug 9 Oct 3 Dec	R2 140.00
Communication Excellence	1-day	27 Feb 10 May 15 Jul 4 Sep 14 Nov	R2 140.00
Conflict and Diversity	2-days	18,19 Feb 29,30 Apr 25,26 Jul 10,11 Oct	R4 280.00
Conflict Prevention and Resolution	2-days	13,14 Feb 15,16 May 5,6 Aug 4,5 Nov	R4 280.00
Critical Thinking and Problem Solving	2-days	7,8 Mar 10,11 Jun 18,19 Sep 19,20 Nov	R4 280.00

Course	Duration	Dates	Price
Customer Care	1-day	29 Jan 14 Mar 7 May 1 Jul 3 Sep 22 Oct 29 Nov	R2 140.00
Customer Care for Delivery Staff	½-day	31 Jan 26 Apr 27 Jun 20 Aug 18 Nov	R1 640.00
Customer Care 2-Days	2-days	7,8 Feb 29,30 Apr 20,21 Jun 14,15 Aug 9,10 Sep 11, 12 Nov	R4 280.00*
Debt Collecting ^{NEW}	2-days	19,20 Feb 7,8 May 22, 23 Aug 31 Oct, 1 Nov 3,4 Dec	R4 280.00
Delegating for Success	1-day	1 Feb 16 Apr 13 Jun 19 Aug 20 Sep 6 Nov	R2 140.00
Developing Your Management Potential I	1-day	20 Feb 8 Apr 12 Jun 5 Aug 18 Sep 6 Nov	R2 140.00
Developing Your Management Potential II	1-day	21 Feb 9 Apr 13 Jun 6 Aug 19 Sep 7 Nov	R2 140.00
Developing Your Management Potential III	1-day	22 Feb 10 Apr 14 Jun 7 Aug 20 Sep 8 Nov	R2 140.00
Diversity	1-day	12 Feb 15 Apr 6 Jun 12 Aug 21 Oct	R2 140.00
Effective Service Delivery	2-days	30,31 May 7,8 Oct	R4 280.00
Emotional Intelligence	1-day	28 Jan 1 Mar 6 May 10 Jul 21 Aug 16 Oct 4 Dec	R2 140.00
Enneagram and EI for Leaders	2-days	7,8 Feb 15,16 Apr 6,7 Jun 3,4 Sep 20,21 Nov	R5 340.00
Etiquette, Ethics and Customer Care	1-day	18 Feb 9 Apr 26 Jun 13 Aug 11 Sep 7 Nov	R2 140.00
Ethics in Management	2-days	13,14 Feb 13,14 May 7,8 Aug 7,8 Oct	R4 280.00
Feedback as a Management Tool	1-day	15 Feb 10 May 23 Jul 9 Sep 31 Oct	R2 140.00



Course	Duration	Dates	Price
Frontline for Medical Practices ^{NEW}	1-day	23 Apr 12 Sept	R2 140.00
Frontline for Security Staff	1-day	21 Feb 17 Apr 9 Jul 9 Oct	R2 140.00
Frontline Reception I	1-day	31 Jan 4 Mar 11 Apr 28 May 21 Jun 22 Aug 30 Sep 27 Nov	R2 140.00*
Frontline Reception II	1-day	1 Feb 5 Mar 12 Apr 29 May 5 Jul 23 Aug 1 Oct 28 Nov	R2 140.00
Frontline Service and Upselling	1-day	4 Feb 10 Apr 19 Jun 5 Sep 26 Nov	R2 140.00
Goods Receiving and Dispatch	1-day	19 Feb 21 May 17 Jul 3 Oct	R2 140.00
How to Build your Leadership Pipeline ^{NEW}	2-days	11,12 Mar 15,16 May 18,19 Jul 28,29 Oct 4,5 Dec	R4 280.00
How to Complete Tender Documents	1-day	18 Mar 27 May 19 Aug	R2 140.00
How to Deal with Difficult Clients and Discussions	½-day	5 Feb 3 Apr 2 Jul 16 Aug 3 Oct	R1 640.00
How to do Research	1-day	11 Mar 5 Jun 16 Sep	R2 140.00
How to Lead a Team to Productivity	½-day	24 Jan 19 Mar 4 Jun 23 Oct	R1 640.00
How to Manage Effective Meetings	½-day	30 Jan 28 Mar 11 Jun 21 Aug 18 Oct	R1 640.00
How to Plan Effectively	1-day	6 Feb 12 Mar 8 May 19 Jul 26 Sep 11 Nov	R2 140.00
Introduction to the Business World	½-dayx2	Available In-House Only	-
Leading Change	2-days	18,19 Mar 3,4 Jun 12,13 Sep 18,19 Nov	R4 280.00



Course	Duration	Dates	Price
Managing Millennials and Generation Z	½-day	12 Feb 27 Mar 18 Jun 17 Sep	R1 640.00
Merchandising	1-day	29 Jan 23 Apr 18 Jun 11 Sep	R2 140.00
Minute Taking	2-days	11,12 Feb 26,27 Mar 13,14 May 10,11 Jun 1,2 Aug 3,4 Oct	R4 280.00*
Negotiating for Profits	1-day	Available In-House Only	R2 140.00
Negotiation for Shop Stewards	2-days	Available In-House Only	R4 280.00
Office Management	2-days	23,24 Jan 13,14 Mar 22,23 May 10,11 Jul 26,27 Sep 20,21 Nov	R4 280.00
Personal Mastery and EQ	2-days	14,15 Feb 24,25 Apr 3,4 Jul 5,6 Sep 7,8 Nov	R4 280.00
Presentation Skills	2-days	27,28 Feb 3,4 Apr 19,20 Jun 28,29 Aug 24,25 Oct	R4 280.00
Report Writing	1-day	22 Feb 23 Apr 5 Jun 20 Aug 21 Oct	R2 140.00
Resilience Training	2-days	25,26 Feb 30,31 May 23,24 Jul 29,30 Oct	R4 280.00
Sales for Admin Staff	1-day	22 Feb 25 Apr 18 Jul 17 Oct	R2 140.00
Self Mastery through the Enneagram <small>SACE</small>	1-day	Available In-House Only	R3 735.00
Sexual Harassment	1-day	Available In-House Only	-
Sexual Harassment	½-day	Available In-House Only	-
Stock Loss Prevention	1-day	22 Jan 12 Mar 29 May 16 Jul 9 Sep 15 Nov	R2 140.00



Course	Duration	Dates	Price
Stress and Time Management	1-day	22 Jan 1 Mar 9 May 13 Jun 17 Sep 1 Nov 5 Dec	R2 140.00
Team Development with the Enneagram	2-day	Available In-House Only	-
Team Refocus and Strategising NEW	1-day	Available In-House Only	-
Telesales	1-day	29 Mar 14 Jun 16 Aug 9 Oct	R2 140.00
The Competitive Recruiter	1-day	Available In-House Only	-
The Ultimate Sales Approach NEW	4-day	15,16,17,18 Apr	R8 560.00
Work-Life Balance	2-days	Available In-House Only	-
Writing Skills for English 2 nd Language	2-days	4,5 Mar 20,21 May 30,31 Jul 25,26 Sep 21,22 Nov	R4 280.00

Staff Training Courses

For Open Hosted courses: Course material, venue, lunch and refreshments supplied by Staff Training. For In-House courses: All course material supplied. No lunch, refreshments or venue supplied.

Staff Training will train up to a maximum of 20 delegates in-house. One-on-one training is also available for in-house clients.

Please note that all one-day courses can be trained more in-depth over more days. All courses are available in-house. In-house courses are fully customisable.



On-going Learning

Staff Training offers Online KPI Assessment Checks where delegates are asked to, based on the content of the workshop they have attended, identify areas in which they would like to improve on in their current positions.

After these areas have been identified by the delegate, Staff Training will request the learner to expand on how these improvements were made and how they will continue to improve in their current roles.

This info is then compiled into a report and sent to the delegate's manager/training co-ordinator to assist in goal setting and performance management. The Online KPI Check process is completed after around two months.

Online KPI Assessments are available at R375 (excl. VAT) per delegate.

Full Assessments

Staff Training offers full assessments (as per the Services SETA requirements) at an additional fee. Please note that assessments can only be conducted on Services Seta Accredited courses. For more information on assessments please contact us.

Please note that on request Staff Training can also perform non-accredited, internal assessments according to your desired outcomes.

* Full SETA Assessments available at R950.00 (excl. VAT) per delegate.

** Full SETA Assessments available at R1 500.00 (excl. VAT) per delegate.

Payments and Cancellations

All fees are payable in advance, 21 days prior to course or within seven days of placing of order, whichever comes first. Cancellations or postponements within 48 hours prior to the will carry a 100% penalty fee, within 72 hours a 50% cancellation fee.

