



## *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](http://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 - Johannesburg*

*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 <sup>NEW</sup>	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 420.00
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 <sup>NEW</sup>	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 <sup>NEW</sup>	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 <sup>NEW</sup>	1-day	15 Feb   10 May   23 Jul   9 Sep   31 Oct	R2 140.00



Course	Duration	Dates	Price
Frontline for Medical Practices <sup>NEW</sup>	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 <sup>NEW</sup>	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 310.00
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 <b>NEW</b>	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 <b>NEW</b>	4-day	15,16,17,18 Apr	R7 360.00
Work-Life Balance	2-days	Available In-House Only	-
Writing Skills for English 2 <sup>nd</sup> 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.

