

ON-SITE TRAINING COURSES

All our courses are available as face-to-face or virtual instructor-led training sessions



OVERVIEW

Select from over 100 training courses and workshops. Whether you wish to train 5 or 500 delegates, we will provide the team and expertise to meet all your training needs. All our courses are available as face-to-face or virtual instructor-led training sessions. We also provide customised learning solutions where our trainers develop a course for you, that is designed to meet your exact requirements.

Flexible



Adaptable



Cost effective



ON-SITE TRAINING BENEFITS

- You will have an initial consultation with our trainer, who will offer you advice and guidance
- Courses are always tailored to meet your requirements
- Training will be arranged at a location that suits you or will be held online via Zoom or MS Teams
- Training will be arranged at a time and date that fits in with your business
- Exercises and case studies will be specific to your industry
- Receive company specific feedback, in the form of a post-training report
- Train your entire team and get consistent skills throughout the organisation
- In-house training often doubles up as a team building session
- Save on delegate travel and accommodation costs – our trainer comes to you
- Do more with your budget, the more people you train, the more you save
- More cost effective than sending large groups on our public courses – get at least a 30% saving



ON-SITE TRAINING COURSES

MOST POPULAR COURSES

COMMUNICATION PROGRAMMES

- Assertiveness and confidence at work
- Business writing
- Conducting effective virtual meetings
- Conflict management in the workplace
- Emotional intelligence in the workplace
- Cultural diversity in the workplace
- Email management
- Handling difficult people and situations
- Negotiation, influence and persuasion
- Presentation Skills
- Professional presence
- Report writing for office professionals
- Telephone etiquette
- Speaking English with confidence

CUSTOMER SERVICE

- Delivering exceptional customer service
- Customer service for front-line & admin staff
- Handling customer complaints
- Managing & coaching your customer service team
- Telephone etiquette and customer service

FINANCE

- Finance for non-financial managers
- Financial Literacy Master Class

HUMAN RESOURCES

- Competency based interviewing skills
- HR 101 for managers
- Employment Equity Committee training
- Chairing disciplinary hearings
- Policy development and compliance

MANAGEMENT AND LEADERSHIP

- Coaching and mentoring
- Effective delegation skills
- Emotionally intelligent leadership
- Introduction to strategy
- Leadership skills
- Meeting facilitation skills
- Motivating your team
- People management skills for new managers
- Performance management
- Problem solving & decision making

PERSONAL EFFECTIVENESS

- Business etiquette
- Stress management
- Time management using MS Outlook®



MICROSOFT 365

- Cloud immersion and Office 365 Overview
- Digital Creativity with MS Office
- Supercharged collaboration with MS Office
- Getting started with Power Automate & PowerApps
- Office 365 Training for Executives
- SharePoint Online 101

PROJECT MANAGEMENT

- Advanced project management – a strategic approach
- Project management fundamentals

SECRETARIAL & OFFICE ADMINISTRATION

- Event management
- Minute taking made simple
- PA and Executive Secretary master class
- Professional office administration
- The professional receptionist

VIRTUAL WORK SKILLS

- Virtual work skills for the modern workplace
- Developing a highly efficient remote team
- Understanding asynchronous working as a key to unlocking efficient remote working
- Becoming highly skilled at communication & collaboration in a technology rich environment