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<b>THE FACILITATIVE LEADER</b>	3-days	<ul style="list-style-type: none"> <li> Facilitative competencies</li> <li> Pushing pulling behaviour ratio</li> <li> Encouraging participation</li> <li> Facilitating process versus content</li> <li> Feedback &amp; action planning</li> <li> Plan, work &amp; debrief</li> <li> Know your team</li> <li> Managing difficult team members</li> <li> Facilitator toolbox</li> </ul>	All employees in a leadership / supervisory capacity where facilitation & feedback is an essential competency for effective interaction & engagement with team members. Note: Also suitable for employees who need to communicate upwards to leaders / supervisors.
<b>CUSTOMER RELATIONS MANAGEMENT</b>	4 x 2-day	<ul style="list-style-type: none"> <li> <b>Module 1</b> - Inspiring the Customer</li> <li> <b>Module 2</b> – Convincing the Customer</li> <li> <b>Module 3</b> - Engaging the Customer</li> <li> <b>Module 4</b> – Connecting with the Customer</li> </ul>	All employees who need to understand & appreciate the significance of customer service as a value to the sustainability of their organisation.
<b>TEAMBUILDING – BUILDING MEANINGFUL RELATIONSHIPS</b>	2-days	<ul style="list-style-type: none"> <li> Personal narrative – Who am I</li> <li> What drives my personal values &amp; beliefs</li> <li> Emotional Awareness</li> <li> Leaving a lasting legacy</li> <li> Understanding each other</li> </ul>	All teams where positive team relationships help create teams that are productive, which in turn affects the company's bottom line.
<b>LEADING IN DIVERSITY</b>	3-days	<ul style="list-style-type: none"> <li> Distinguish between differences &amp; diversity</li> <li> Different aspects of diversity in terms of primary &amp; secondary dimensions</li> <li> Developing cultural intelligence</li> <li> Human behaviour &amp; diversity</li> <li> Impact &amp; sources of mental models</li> <li> Valuing diversity</li> <li> Culture &amp; the workplace</li> <li> Creating cultural synergy</li> <li> Diverse communication skills</li> </ul>	All employees who need to understand, value & create awareness, & harness diversity as a major source of growth & prosperity.
<b>PROMOTING VALUES</b>	2-days	<ul style="list-style-type: none"> <li> The value of values – understanding values</li> <li> What influences my values</li> <li> Living my values</li> <li> Enacting personal &amp; organisational values</li> </ul>	All employees who need to understand & appreciate the importance & influence of values, both in their personal & professional capacity.

*A detailed breakdown of outcomes, benefits, modular detail, assessment process & cost framework will be provided on request.*

*Options are available for unit standard aligned programmes.*

## Short Skills Programmes (Continued)

Course Title	Duration	Major Themes	Who Should Attend
<b>CONDUCTING PERFORMANCE NEEDS ANALYSIS</b>	4-days	<ul style="list-style-type: none"> <li> Embarking on a situational needs analysis</li> <li> 16 Step criteria for a situational needs analysis including ROI, implementation &amp; monitoring</li> <li> The way forward</li> </ul>	All employees that are responsible for ensuring optimal performance of their direct reports, systems & processes.
<b>PERFORMANCE MANAGEMENT</b>	2-days	<ul style="list-style-type: none"> <li> Performance Management for teams</li> <li> Managing individual performance</li> <li> Managing individual development</li> </ul>	All managers responsible for the achievement of mission directed goals & targets direct reports & team in general.
<b>COACHING SKILLS</b>	3-days	<ul style="list-style-type: none"> <li> Understand coaching as a management tool</li> <li> Understand the benefits of coaching in the organisation</li> <li> Understand the key elements of coaching</li> <li> Understand the skills required of a manager / coach</li> <li> Understand &amp; apply the GROW model of coaching</li> <li> Apply the skills required to be an effective coach</li> </ul>	All managers responsible for the development of their direct reports & team in general through the application of on-the-job coaching techniques & principles.
<b>PERSONAL MASTERY</b>	4-days	<ul style="list-style-type: none"> <li> The sources of self-limitation</li> <li> The process of creating internal representations, paradigms &amp; habits</li> <li> The power of thought: identify &amp; eliminate toxic thought &amp; belief patterns</li> <li> Removing negative emotional &amp; career limiting constructs</li> <li> Stress Management</li> <li> Setting performance goals</li> <li> Managing work</li> </ul>	All employees who want to measure & redefine their professional & personal goals, seeking to increase their personal & interpersonal effectiveness, thereby realising their full potential & ability which benefits the individual, team & company.

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