Professionalism in the workplace

Professionalism in the Workplace

Date: 03-05 July 2019
Time: 08H00-16H30
Investment: R 6 850.00
Learn it. Live it. Share it.
1. COURSE OBJECTIVE

This workplace etiquette course will explain how expectations of workplace behaviour and social behaviour can differ. Review to-dos and taboos of interacting with co-workers and customers, define appropriate workplace attire and the benefits of looking professional on the job, describe how organizational skills and effective time management can make or break a professional reputation.

2. COURSE ACCREDITATION, LANGUAGE AND LEVEL OF INSTRUCTION

The course is accredited by the Services Seta and material covers unit standards SAQA ID 14359, facilitated in English NQF level 2 worth 5 credits

3. COURSE CONTENT

This program is designed for people newly joining or recently returning to the workforce. It covers workplace expectations and acceptable behaviours: appropriate business dress and grooming, verbal communication, telephone skills, time management, and general professional deportment. This course can easily be adjusted to incorporate your organization’s specific challenges and policies. It is also well suited for organizations that have promoted from within and are challenged by inappropriate employee behaviour.

Module 1: Professional Behaviour in the workplace

- Self-Awareness & Self-Respect
- Integrity - what it means when My Word is My Honour!
- The Importance of a Professional Image to enhance Corporate Image and Branding
- Your Personal Brand
- Professional Dress Code

Module 2: Communication

- The Communication Process
- Personalities and Communication
- Managing Conflict in the workplace
- Assertive Communication

Module 3: Telephone Skills

- The greeting
- Professional speech / choice of words
- Languages; Articulation; Voice control
- Transferring calls
- Taking messages
- Distribution of messages
- Ending the call

Module 4: Being Organised

- Simple systems and routines
- Plan your work
- Routines/procedures, checklists
- Be professional/confident
- Being organized
Module 5: Confidentiality

- Systems and procedures for keeping information confidential
- Keeping documents secure
- Security breaches

Module 6: Managing the Office

- Stationery
- Meeting deadlines
- Reporting accurately and timeously to your boss
- Reporting formats

Module 7: Being Professional

- Punctuality
- Lunch breaks
- Informing your boss timeously when sick
- Speaking professionally
- Ethics

4. POST COURSE ASSISTANCE

“Contact the Coach” – Learning for Business Results

Raising the Standards offers a continued learning relationship providing free access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

5. MEET YOUR FACILITATOR FOR THIS COURSE – BIANCA VAN WYK

Bianca van Wyk’s passion for people empowerment and development and her energetic approach to coaching and facilitation encourages individuals to take ownership of their development and reach their full potential during the learning process. Her extensive experience in business management and background in psychology ensures that individuals and groups develop both the necessary interpersonal and technical skills to make a positive contribution to an organisation’s success.

Prior to this Bianca developed the strategy and headed up the CSIR’s HR Wellness Office and operated in various other management and support roles. Bianca has a BA Honours degree in Psychology, a BA degree in Social Sciences majoring in Psychological Counselling and is a registered constituent assessor with Services SETA and Public SETA. She is also a registered member of COMENSA and an internationally certified Peer to Peer Training Programme Coach.

During her career, Bianca has received various accolades and has published several articles and presented at a number of international conferences.

Bianca understands the importance of practical, hands-on training and creating meaningful and relevant interaction to ensure learning translates from the training room to the work environment. You can expect to be challenged, motivated and encouraged to think differently after one of Bianca’s sessions. She is skilled in guiding people in developing leadership competencies, negotiation, presenting, personal effectiveness as well as training senior leaders to improve team effectiveness.
REGISTRATION FORM

Company

Contact Name

E-mail

Telephone

Nature of Business

Delegate Name | E-mail Address
---|---
1. | 
2. | 
3. | 
4. | 

WHERE DID YOU HEAR ABOUT THIS COURSE? ________________________________________________________________

AUTHORISATION

Name: ……………………………………………….. Sign: ………………………………………………….

Position: …………………………………………… Date: ………………………………………………….

Registration fee covers learning material, refreshments during the break, lunch and any parking fees.

Payment Method: Please indicate the payment method by ticking the appropriate box:

Credit Card□ | Bank Deposit□ | Electronic Transfer□

Please Note – Registration and Attendance

1. Registration forms with full details are required to enable Raising the Standards (Pty) Ltd. to provide quotations and invoice for payment
2. Payment shall be made upon receipt of invoice
3. Registration and attendance shall be confirmed only once payment has been made prior to the course
4. No-show's will not receive refunds for payments
5. Cancellations shall be submitted in writing to Raising the Standards (Pty) Ltd. at least ten (10) working days before the event to qualify for a 75% refund

BANKING DETAILS:

Bank: First National Bank
Account Name: Raising the Standards Solutions (Pty) Ltd.
Account Number: 62439116684
Branch Name: Lynnwood
Branch Code: 252045