

RESPECT IN THE WORKPLACE



Skilled technical & academically qualified/ junior management.
Semi-skilled & discretionary decision-making.



ABOUT THIS COURSE

LEARNING OUTCOMES

- Understand respect and self-respect.
- Choose appropriate emotional responses.
- Develop respectful communication approaches.
- Understand how to build a respectful workplace, and the importance of team contribution.
- Understand policies on respect, and the many benefits.
- Focus on building an inclusive work environment.

A respectful work environment is essential to the overall success of a team, as well as a contribution to a stronger work reputation. Evidently, when we learn to accept the differences between the values and perspectives of those around us, we can continue to grow as a team with this shared knowledge.

The concept of respect is often taught at a young age; however, it is just as important to remind adults to model respective behaviours. It is the responsibility of all team members to be respectful to one another, and address conflict in a positive manner to accomplish a healthy, safe work environment. Our Respect in the Workplace course will give students the tools and conversation to help empower self and others to recognize and practice behaviours that positively influence the performance within the workplace.



STUDENT SUPPORT

Students get technical, learning and skills coaching support throughout their learning.



SUMMATIVE ASSESSMENT

Students get the opportunity to apply the learnt skills in their lives and in the workplace and submit a Portfolio of Evidence.



CERTIFICATION

Students who successfully complete the course receive a Certificate of Attendance. Competent students receive a Statement of Achievement and a Certificate of Competence.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 2 / Grade 10.



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
114959	Behave in a professional manner in a business environment.	3	4

RESPECT IN THE WORKPLACE

COURSE OUTLINE

Module One: Getting Started

Module Two: What is Respect

- Defining Respect
- Self-Respect
- Owed Respect vs Earned Respect
- Measuring Respect
- Respect for the Workplace

Module Three: The Respectful Employee

- Common Characteristics
- The Importance of Mutual Respect
- Earning Respect
- Enhancing Professionalism
- Being Liked vs Being Respected

Module Four: Disrespectful Behaviour

- Why these Behaviours Arise
- Discrimination
- Bullying
- Harassment
- What is Not Harassment

Module Five: Managing Emotions

- Meaning Of Emotions
- Negative Emotions at Work
- Choosing Your Reactions
- Absorbing Other People's Emotions
- The Positive Outcome

Module Six: Respectful Communication Approaches

- Self-Awareness
- Active Listening
- Nonverbal Communication
- Verbal Communication
- Constructive Disagreement



Module Seven: The Inclusive Mindset

- The Inclusive Leader
- Diversity vs Inclusion
- Types of Workplace Diversity
- Creating an Inclusive Workplace
- The Power of Words

Module Eight: Employee Recognition

- Recognition and Respect
- The Halo Effect
- Giving Recognition
- The Communication Component
- Improving Employee Recognition

Module Nine: The R's of Respect

- Recognition
- Responding
- Reporting
- Roles and Responsibilities
- Rising Above

Module Ten: Building a Respectful Workplace

- It Starts With You
- Team Contribution
- Respecting Space and Boundaries
- Workplace Ethics
- Policies on Respect

Module Eleven: Benefits to the Business

- Productivity and Knowledge
- Employee Engagement
- Job Satisfaction
- Stress Reduction
- The Welcoming Environment

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

INTERPERSONAL SKILLS



Skilled technical & academically qualified/ junior management.
Semi-skilled and discretionary decision-making.



ABOUT THIS COURSE

LEARNING OUTCOMES

- Understand the difference between hearing and listening.
- Know ways to improve the verbal skills of asking questions and communicating with power.
- Understand what non-verbal communication is and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you have forgotten someone's name.
- Understand how seeing the other side, building bridges, and giving in without giving up can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.
- Learn tips in making an impact through powerful first impressions, situation assessment, and being zealous without being offensive.



STUDENT SUPPORT

Students get technical, learning and skills coaching support throughout their learning.



SUMMATIVE ASSESSMENT

Students get the opportunity to apply the learnt skills in their lives and in the workplace and submit a Portfolio of Evidence.



CERTIFICATION

Students who successfully complete the course receive a Certificate of Attendance. Competent students receive a Statement of Achievement and a Certificate of Competence.

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. The Interpersonal Skills course helps students work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 3 / Grade 11



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
119462	Engage in sustained oral communication and evaluate spoken texts.	4	5

Module One: Getting Started

Module Two: Verbal Communication Skills

- Listening and Hearing: They Are not the Same Thing
- Asking Questions
- Communicating with Power

Module Three: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It is Not What You Say, it is How You Say It

Module Four: Making Small Talk and Moving Beyond

- The Four Levels of Conversation

Module Five: Moving the Conversation Along

- Asking for Examples
- Using Repetition Using Summary Questions
- Asking for Clarity and Completeness

Module Six: Remembering Names

- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh - I've Forgotten Your Name

Module Seven: Influencing Skills

- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

Module Eight: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

Module Nine: Sharing Your Opinion

- ReUsing I-Messages
- Disagreeing Constructively
- Building Consensus

Module Ten: Negotiation Basics

- Preparation
- Opening
- Bargaining
- Closing

Module Eleven: Making an Impact

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

Module Twelve: Wrapping Up

- Words from the Wise

TEAMWORK & TEAM BUILDING



Skilled technical & academically qualified/ junior management.
Semi-skilled & discretionary decision-making.



ABOUT THIS COURSE

For most of us, teamwork is a part of everyday life. Whether it is at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and lead to greater successes. The Teamwork and Team Building course will encourage students to explore the different aspects of a team, as well as ways that they can become a top-notch team performer.

LEARNING OUTCOMES

- Describe the concept of a team, and its factors for success.
- Explain the four phases of the Tuckman team development model and define their characteristics.
- List the three types of teams.
- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing).
- Discuss the uses, benefits, and disadvantages of various team-building activities.
- Describe several team-building activities that you can use, and in what settings.
- Follow strategies for setting and leading team meetings.
- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus building approach to solving team problems.
- List actions to do -- and those to avoid -- when encouraging teamwork.



STUDENT SUPPORT

Students get technical, learning and skills coaching support throughout their learning.



SUMMATIVE ASSESSMENT

Students get the opportunity to apply the learnt skills in their lives and in the workplace and submit a Portfolio of Evidence.



CERTIFICATION

Students who successfully complete the course receive a Certificate of Attendance. Competent students receive a Statement of Achievement and a Certificate of Competence.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 1 / Grade 9



DELIVERY MODE

On-line asynchronous learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
8420	Operate in a team.	2	5

TEAMWORK & TEAM BUILDING

COURSE OUTLINE

Module One: Getting Started

Module Two: Defining Success

- What is a Team?
- An Overview of Tuckman and Jensen's Four-Phase Model

Module Three: Types of Teams

- The Traditional Team
- Self-Directed Teams
- E-Teams

Module Four: The First Stage of Team Development Forming

- Hallmarks of This Stage
- What To Do as A Leader
- What To Do as A Follower

Module Five: The Second Stage of Team Development Storming

- The Hallmarks of This Stage
- What To Do as A Leader
- What To Do as A Follower

Module Six: The Third Stage of Team Development Norming

- The Hallmarks of This Stage
- What To Do as A Leader
- What To Do as A Follower

Module Seven: The Fourth Stage of Team Development Performing

- Hallmarks of this Stage
- What To Do as A Leader
- What To Do as A Follower

Module Eight: Team Building Activities

- The Benefits and Disadvantages
- Team-Building Activities That Will Not Make People Cringe
- Choosing a Location for Team-Building

Module Nine: Making the Most of Team Meetings

- Setting the Time and the Place
- Trying the 50-Minute Meeting
- Using Celebrations of All Sizes

Module Ten: Solving Problems as a Team

- The Six Thinking Hats
- Encouraging Brainstorming
- Building Consensus

Module Eleven: Encouraging Teamwork

- Some Things to Do
- Some Things to Avoid
- Some Things to Consider

Module Twelve: Wrapping Up

- Words from the Wise



CONFLICT RESOLUTION

**Skilled technical & academically
qualified/ junior management.
Semi-skilled & discretionary decision-
making.**



ABOUT THIS COURSE

LEARNING OUTCOMES

- Understand what conflict and conflict resolution mean.
- Understand the phases of the conflict resolution process.
- Understand the five main styles of conflict resolution.
- Adapt the process for all types of conflicts.
- Take out parts of the process and use those tools to prevent conflict.
- Use basic communication tools, such as the agreement frame and open questions.
- Use basic anger and stress management techniques..

Wherever two or more people come together, there is bound to be conflict. In the ConflictResolution course, students will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If left unchecked or unresolved it can lead to lost production, absences, attrition, and even law suits.



STUDENT SUPPORT

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SUMMATIVE ASSESSMENT

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CERTIFICATION

Students who successfully complete the course receive a Certificate of Attendance. Competent students receive a Statement of Achievement and a Certificate of Competence.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 2 / Grade 10.



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
9533	Use communication skills to handle and resolve conflict in the workplace.	3	3

CONFLICT RESOLUTION

COURSE OUTLINE

Module One: Getting Started

Module Two: An Introduction to Conflict Resolution

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

Module Three: The Thomas-Kilmann Instrument

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

Module Four: The First Stage of Team Development Forming

- Hallmarks of This Stage
- What To Do as A Leader
- What To Do as A Follower

Module Five: Creating Mutual Understanding

- What Do I Want?
- What Do They Want?
- What Do We Want?

Module Six: Focusing on Individual Needs

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

Module Seven: Getting to the Root Cause

- Examining Root Causes
- Creating a Cause-and-Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

Module Eight: Generating Options

- Generate, Do Not Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

Module Nine: Building a Solution

- Creating Criteria
- Creating a Shortlist
- Choosing a Solutions
- Building a Plan

Module Ten: The Short Version of the Process

- Evaluating the Situation
- Choosing Your Steps
- Creating an Action Plan
Using Individual Process Steps

Module Eleven: Additional Tools

- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions

Module Twelve: Wrapping Up

- Words from the Wise



TRUST BUILDING & RESILIENCE



Skilled technical & academically
qualified/ junior management.
Semi-skilled & discretionary decision-
making.



ABOUT THIS COURSE

LEARNING OUTCOMES

- Gain the trust of employees by empowering them.
- Promote transparent communication.
- Keep the promises you make.
- Identify different personality types and how to work with them.
- Respect all those you work with.
- Keep stress at bay.
- Overcome adversities.
- Accept and manage change.
- Stay motivated.



STUDENT SUPPORT

Students get technical, learning and skills coaching support throughout their learning.



SUMMATIVE ASSESSMENT

Students get the opportunity to apply the learnt skills in their lives and in the workplace and submit a Portfolio of Evidence.



CERTIFICATION

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Resilience is the ability to withstand adversity and bounce back from difficult life events. Resilience is important because it gives people the strength needed to process and overcome adversity. People who lack resilience easily get overwhelmed, and may turn to unhealthy coping mechanisms. This course introduces students to the importance of promoting honesty as well as learning how to become more resilient.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 2 / Grade 10.



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
114959	Behave in a professional manner in a business environment.	3	4

TRUST BUILDING & RESILIENCE

COURSE OUTLINE

Module One: Getting Started

Module Two: Empower Staff

- Set Expectations
- Accept Input
- Delegate
- Supply Resources

Module Three: Transparent Communication

- Verbal
- Non-Verbal
- Honest Feedback
- No Gossip

Module Four: Keep Promises

- Be Organized
- Stay Motivated
- Do not Overcommit and Under Deliver
- Keep Track

Module Five: Personality Types

- The Leader
- The Analytical
- The Amiable
- The Expressive

Module Six: Respect

- Position
- Opinion
- Time
- Strengths/Weaknesses

Module Seven: Stress Management

- Exercise
- Balanced Diet
- Sleep
- Work Under Pressure

Module Eight: Develop Positive Relationships

- Get-to-Know Colleagues
- Manage Boundaries
- Collaborate with Others
- Show Appreciation

Module Nine: Overcoming Adversities

- Recognize Mistakes
- Fix Mistakes
- Evaluate Your Improvements
- Avoid Same Mistakes in Future

Module Ten: Change Acceptance/Management

- Change is Constant
- Dealing with Evolution
- The Other Side
- Integrate the Change

Module Eleven: Stay Motivated

- Keep End Goal in Mind
- Be Optimistic
- Like-Minded People
- Reward Yourself

Module Twelve: Wrapping Up

- Words from the Wise

