

ASSERTIVENESS & SELF CONFIDENCE



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



ABOUT THIS COURSE

Self-confident and assertiveness are two skills that are crucial for success in life. If you do not feel worthy, or you do not know how to express your self-worth when communicating with others, life can be very painful. The Assertiveness and Self-Confidence course gives students an understanding of what assertiveness and self-confidence each mean and how to develop those feelings in their day-to-day lives. These skills encompass many aspects of students' lives and have a positive effect on all of them.

LEARNING OUTCOMES

- Define assertiveness and self-confidence, and list the four styles of communication.
- Describe the types of negative thinking, and how one can overcome negative thoughts.
- Explain the difference between listening and hearing, and understand the importance of body language and questioning skills in communication.
- Define the importance of goal setting, and practice setting SMART goals for assertive behaviour.
- Utilize methodologies for understanding your worth and the use of positive self-talk.
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression.
- Practice sending positive communications phrased as "I-Messages".
- Use the STAR model to make your case during a presentation challenge.
- Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques.
- Practice strategies for gaining positive outcomes in difficult interpersonal situations.



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 3 /Grade 11.



DELIVERY MODE

On-line asynchronized learning



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
110021	Achieve personal effectiveness in a business	4	6

Module One: Getting Started

Module Two: What Does Self-Confidence Mean To You?

- What is Assertiveness?
- What is Self Confidence?
- The Four Styles

Module Three: Obstacles to Our Goals

- Types of Negative Thinking
- Case Study
- Personal Application

Module Four: Communication Skills

- Listening and Hearing: They Are not the Same Thing
- Asking Questions
- Body Language

Module Five: The Importance of Goal Setting

- Why Goal Setting is Important
- Setting SMART Goals
- Our Challenge to You

Module Six: Feeling the Part

- Identifying Your Worth
- Creating Positive Self-Talk
- Identifying and Addressing Strengths and Weaknesses

Module Seven: Looking the Part

- The Importance of Appearance
- The Role of Body Language
- First Impressions Count!

Module Eight: Sounding the Part

- It is How You Say It
- Sounding Confident
- Using "I" Messages

Module Nine: Powerful Presentations

- What to Do When You are on the Spot
- Using STAR to Make Your Case

Module Ten: Coping Techniques

- Building Rapport
- Expressing Disagreement
- Coming to Consensus

Module Eleven: Dealing with Difficult Behaviour

- Dealing with Difficult Situations
- Key Tactics

Module Twelve: Wrapping Up

- Words From the Wise

EMOTIONAL INTELLIGENCE



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



ABOUT THIS COURSE

LEARNING OUTCOMES

- Define and practice the areas of emotional intelligence in the workplace.
- Identify and control your emotions.
- Successfully communicate and maintain relationships with others.
- Identify nonverbal communication and consider this information when engaging.
- Successfully execute conflict resolution and overcome other obstacles in the workplace.
- Exhibit empathy and reverence for others.
- Identify anxious and stressful emotions and better control these negative emotions.



STUDENT SUPPORT

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SUMMATIVE ASSESSMENT

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CERTIFICATION

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Emotional intelligence describes the ability to understand and one's own feelings. It also provides great insight on how emotion influences motivation and behaviour. The concepts of Emotional Intelligence have been around since the early 20th century, Wayne Payne first introduced the term in 1985. With our Emotional Intelligence course students gain a better understanding of self-management and self-awareness. This in turn will give them better insight and control over their actions and emotions.

With a greater understanding of emotions students will experience a positive impact on their professional and personal lives.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 4 / Grade 12.



DELIVERY MODE

On-line asynchronized learning



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
252031	Apply the principles and concepts of emotional intelligence to the management of self and others.	5	4

Module One: Getting Started

Module Two: What is Emotional Intelligence

- Self-Management
- Self-Awareness
- Self-Regulation
- Self-Motivation
- Empathy

Module Three: Four Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Understand Emotional Meanings
- Manage Emotions

Module Four: Verbal Communication Skills

- Focused Listening
- Asking Questions
- Communicating with Flexibility and Authenticity

Module Five: 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 Six: Social Management and Responsibility

- Benefits of Emotional Intelligence
- Articulate your Emotions Using Language

Module Seven: Tools to Regulate Your Emotions

- Seeing the Other Side
- Self-Management and Self Awareness
- Giving in Without Giving Up

Module Eight: Gaining Control

- Using Coping Thoughts
- Using Relaxation Techniques
- Bringing it All Together

Module Nine: Business Practices (I)

- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Disagreeing Constructively

Module Ten: Business Practices (II)

- Optimism
- Pessimism
- The Balance Between Optimism & Pessimism

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

STRESS MANAGEMENT



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



ABOUT THIS COURSE

Positive and negative stress is a constant influence on all our lives. The trick is to maximize the positive stress and to minimize the negative stress. Students learn how stress can be positive and negative, and we will look at the Triple A approach that will form the basis of this course. The Stress Management course gives students a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

LEARNING OUTCOMES

- Identify the best approach to a stressful situation (Alter, Avoid, or Accept).
- Understand what lifestyle elements you can change to reduce stress.
- Use routines to reduce stress.
- Use environmental and physical relaxation techniques.
- Better cope with major events.
- Use a stress log to identify stressors and create a plan to reduce or eliminate them.



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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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
110021	Achieve personal effectiveness in a business environment.	4	6

STRESS MANAGEMENT

COURSE OUTLINE

Module One: Getting Started

Module Two: Understanding Stress

- What is Stress?
- What is Eustress?
- Understanding the Triple “A” Approach

Module Three: Creating a Stress-Reducing Lifestyle

- Eating Properly
- Exercising Regularly
- Sleeping Well

Module Four: Altering the Situation

- The First “A”
- Identifying Appropriate Situations
- Creating Effective Actions

Module Five: Avoiding the Situation

- The Second “A”
- Identifying Appropriate Situations
- Creating Effective Actions

Module Six: Accepting the Situation

- The Third “A”
- Identifying Appropriate Situations
- Creating Effective Actions

Module Seven: Using Routines to Reduce Stress

- Planning Meals
- Organizing Chores
- Using a To-Do List

Module Eight: Environmental Relaxation Techniques

- Finding a Sanctuary
- Using Music
- Seeing the Humour

Module Nine: Physical Relaxation Techniques

- Soothing Stretches
- Deep Breathing
- Tensing and Relaxing
- Meditation

Module Ten: Coping with Major Events

- Establishing a Support System
- Creating a Plan
- Knowing When to Seek Help

Module Eleven: Our Challenge to You

- Creating a Stress Log
- Week One: Recording Events
- Week Two: Identifying Stressors and Creating a Plan
- Week Three: Creating New Habits
- Reviewing and Evaluating

Module Twelve: Wrapping Up

Words From the Wise



COMMUNICATION STRATEGIES



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



ABOUT THIS COURSE

For the better part of every day, we communicate to and with others. Whether it is the speech you deliver in the boardroom, the level of attention you give your partner when they are talking to you, or the look that you give to the cat, it all means something. This course helps students understand the different methods of communication and how to make the most of each of them

LEARNING OUTCOMES

- Understand what communication is.
- Identify ways that communication can happen.
- Identify barriers to communication and how to overcome them.
- Develop non-verbal and paraverbal communication skills.
- Use the STAR method to speak on the spot.
- Listen actively and effectively.
- Ask good questions.
- Use appreciative inquiry as a communication tool.
- Adeptly converse and network with others.
- Identify and mitigate precipitating factors.
- Establish common ground with others.
- Use "I" messages.



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LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 3.



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



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NLRD	Title	NQF	Credits
110021	Achieve personal effectiveness in a business environment.	4	6

Communication Strategies

COURSE OUTLINE

Module One: Getting Started

Module Two: The Big Picture

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication

Module Three: Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Module Four: Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Module Five: Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Module Six: Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Module Seven: Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Module Eight: Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Module Nine: Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Module Ten: Mastering the Art of Conversation

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Module Eleven: Advanced Communication Skills

- Understanding Precipitating Factors
- Establishing Common Ground
- Using “I” Messages

Module Twelve: Wrapping Up

Words From the Wise



TIME MANAGEMENT



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



ABOUT THIS COURSE

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies can control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars!

These highly effective individuals can focus on the tasks with the greatest impact to them and their organization. The Time Management course covers strategies to help students learn these crucial strategies. Students get a skill set that includes personal motivation, delegation skills, organization tools, and crisis management.

LEARNING OUTCOMES

- Plan and prioritize each day's activities in a more efficient, productive manner.
- Overcome procrastination quickly and easily.
- Handle crises effectively and quickly.
- Organize your workspace and workflow to make better use of time.
- Delegate more efficiently.
- Use rituals to make your life run smoother.
- Plan meetings more appropriately and effectively.



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DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



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NLRD	Title	NQF	Credits
110021	Achieve personal effectiveness in a business environment.	4	6

TIME MANAGEMENT

COURSE OUTLINE

Module One: Getting Started

Module Two: Goal Setting

- The Three P's
- S.M.A.R.T. Goals
- Prioritizing Your Goals
- Visualization

Module Three: Prioritizing Your Time

- The 80/20 Rule
- The Urgent Versus Important Matrix
- Assertiveness

Module Four: Planning Wisely

- Creating Your Productivity Journal
- Maximizing the Power of Your Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand, and Water
- Chunk, Block, and Tackle
- Ready, Fire, Aim!

Module Five: Tackling Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

Module Six: Crisis Management

- When the Storm Hits
- Creating a Plan
- Executing the Plan
- Lessons Learned

Module Seven: Organizing Your Workspace

- De-Clutter
- Managing Workflow
- Dealing with E-mail
- Using Calendars

Module Eight: Delegating Made Easy

- When to Delegate
- To Whom Should You Delegate?
- How Should You Delegate
- Keeping Control
- The Importance of Full Acceptance

Module Nine: Setting a Ritual

- What is a Ritual?
- Ritualizing Sleep, Meals, Exercise
- Examples of Rituals
- Using Rituals to Maximize Time

Module Ten: Meeting Management

- Deciding if a Meeting is Necessary
- Using the PAT Approach
- Building the Agenda
- Keeping Things on Track
- Making Sure the Meeting Was Worthwhile

Module Eleven: Alternatives to Meetings

- Instant Messaging and Chat Rooms
- Teleconferencing
- E-mail Lists and Online Groups
- Collaborating Applications

Module Twelve: Wrapping Up

- Words From the Wise

