

**PURPOSE OF THE PROGRAMME**

The purpose of this programme is to equip learners with the necessary knowledge, skills and attitudes to achieve personal effectiveness in business, work as a project team member and display cultural awareness in dealing with customers and colleagues.

**PROGRAMME OUTCOMES**

On completion of this programme learners will be able to:

- Plan and organise their own work
- Establish and maintain working relationships
- Maintain files and records.
- Demonstrate an understanding of the criteria for working as a member of a team.
- Collaborate with other team members to improve performance.
- Participate in building relations between team members and other stakeholders.
- Respect personal, ethical, religious and cultural differences to enhance interaction between team members.
- Use a variety of strategies to deal with potential or actual conflict between team members
- Analyse cultural diversity in the South African workplace.
- Discuss important generic aspects of cultural groups.
- Address the needs and sensitivities of people of different cultural backgrounds

**PROGRAMME OUTLINE**

- Achieve personal success in the business environment
- Work as a project team member
- Display Cultural Awareness in dealing with customers and colleagues

**LEARNING ASSUMED TO BE IN PLACE**

Delegates wishing to enrol on this programme should be competent in Communication at NQF Level 3.

**RECOGNITION OF PRIOR LEARNING (RPL)**

RPL against these unit standards are allowed. Application forms are available from our offices.

**METHODOLOGY**

**Training Programme Duration:** 3 Days

**Assessment:** Portfolio of evidence will be submitted within four weeks after completing the training. Assessment activities include evaluating personal effectiveness through third party testimony and questioning to test knowledge and ability to apply.

**Certification:** This includes obtaining endorsement from the SETQAA.

**Unit Standard(s):**

- 110021 - Achieve personal effectiveness in business environment
- 10135 - Work as a project team member
- 7791 - Understand the need for cultural awareness in dealing with customers and colleagues

**NQF Level:** 4

**Credits:** 18

**TARGET GROUP**

- Line managers
- HR managers
- Administration managers
- Administration clerks

**BENEFITS**

- Increased productivity
- Effective customer service
- Cultural sensitive workplace
- Effective team work
- Credits towards a qualification
- Improved opportunities to claim skills grants