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### TEAM BUILDING

Disagreement in teams is inevitable. When people with distinct styles and ideas come together opposition is bound to surface. What happens next is pivotal. Sometimes conversations about differences become defensive. If a climate of mistrust sets in, cohesion and performance spiral downward. While disagreement is unavoidable, stagnation is not! High Performance Teams actually thrive on differences and these teams include multiple voices in decisions and collaboratively align diverse styles and talents toward a clear purpose

Team building has a vital role in an organisation's success. If a team has a right attitude, it can overcome any difficulty to achieve its targets. A successful team is one whose team members are close-knit and know how their individual performance can affect their team's work and how they can hold together to make their team successful; they are goal-oriented; a team's firm determination can pass over any hurdles and problems. Even if, there is work pressure, its energy and unity is reflected in quality of work.

Our Team Building Program incorporates the use of team members D.I.S.C Personality Profiles and is designed to help teams improve their performance and enable them to evolve effectively into 'powerhouses' of success.

### LEADERSHIP EXPERIENCE 1 - CREATING WINNERS IN THE WORKPLACE

Targeted at people in Junior to Middle Management roles, this leadership course is for people who wish to develop and sharpen their leadership skills. Delegates will examine their leadership style and consider application in their organization. The course is participative and it will provide delegates with the opportunity to consider the challenges they face in leadership in their organizations and how the hurdles can be overcome. It is a comprehensive programme that equips managers with the necessary competence to implement their organisations' strategic objectives.

It provides a broader understanding of management and leadership and in this way brings real business benefits to participants and their organisations.

This comprehensive programme focuses on translating learning into improvement in the

## **TRAINING AND DEVELOPMENT INTERVENTIONS**

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workplace for both the individual and the organisation.

### **LEADERSHIP EXPERIENCE 2 – LEADERS WITH IMPACT**

This is an intensive programme for people who are already leaders: those in a leadership capacity who want to take a leap not just in the way they lead others, but more importantly, in the way they lead and understand themselves. You'll be challenged, tested and pushed in order to gain a greater insight into how you lead and what kind of leader you truly are.

Others will be going through the experience with you, but your experience will be uniquely your own. You will, however, be looking at your beliefs, principles and what propels you as a leader. The challenge every day will be about who you are in relation to yourself and your roles as a Leader.

### **EMPLOYEE ENGAGEMENT**

An engaged employee is aware of the business context and works with colleagues to improve performance within the job for the benefit of the organization. The organization must work to develop and nurture engagement. This requires a two-way relationship between employer and employee. Employee engagement is not the same as employee satisfaction. It is about psychological commitment, taking ownership for your work and going the extra mile. It is not about just sticking to what is on the job description. Engagement is a leading indicator of business performance. We know that organizations that are more engaged consistently outperform those with lower engagement scores, whether on measures of revenue and profit margin growth, employee retention or even productivity per employee.

The good news is that by creating engaging work environments and working with employees to address their concerns businesses can help to convert disengaged employees into engaged employees, saving themselves money and improving the quality of workers lives.

Our programme equips team leaders with the necessary skills to drive the employee engagement agenda and ensure that employees stay engaged and give of their best in their jobs

### **PERSONAL EFFECTIVENESS COURSE**

Few of us like to say we are ineffective. However, we may admit that there are areas of our lives, both at work and outside, where we can improve or develop our skills. Optimize the way you and your team operate, and ultimately, improve their personal effectiveness. The habits we cover in this session are a simple set of rules for life, which can be applied and are widely acknowledged to be standard practice as the blueprint for personal effectiveness.

### **CUSTOMER CARE - ACHIEVING EXCELLENCE**

Customer care is a pillar to the success of your business. This is easily forgotten in times that place acquiring new customers at the centre of business and marketing strategies. A high customer satisfaction will bring you loyal customers and therefore a huge potential. The key to success in businesses is in the hands of customers: they know what they want, and they know what they are willing to spend money on. A business' ability to understand customer experience and turn it into customer care will determine the measure of its success.

There is no doubt that businesses which really listen have the competitive advantage, and there is much to listen to. Today, more than ever, businesses need to emphasize customer care and experience in order to maximize customer loyalty and keep up with competition

Our program provides the foundations for dramatic culture change leading to exceptional customer service. Our approach looks at the following foundations:

- The Internal Customer
- The Exceptional Customer Attitude
- Customer Friendly Systems

### **PRESENTATION SKILLS COURSE**

Anyone can give a speech. Not everyone can give an effective speech. To give an effective speech there are elements you should consider. If you panic at the thought of making a presentation, you are not alone. Several studies have shown that public speaking is the thing that people fear most. Presentations skills and public speaking skills are very useful in many aspects of work and life. Developing the confidence and capability to give good presentations, and to stand up in front of an audience and speak well, are extremely helpful competencies. Presentations and public speaking skills are not limited to certain special people - anyone can give a good presentation, or perform public speaking to a professional and impressive standard. Like most things, it simply takes a little preparation and practice.

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### **LEADING ORGANIZATIONAL CHANGE AND TRANSITION**

Change is constant and inevitable — it's one of the few things in life we can count on. We can also count on the fact that, whether change is organization-wide or specific to individual departments or employees, everyone has a reaction to it. Our organizations demand that we adapt to change. The more we know about the process of change, the better equipped we are to lead, accept and adapt to it effectively in our work and our lives.

Guiding change may be the ultimate test of a leader and no business survives over the long term without reinventing itself. However fundamental change is mightily resisted by the people it most affects. Leading change is both absolutely essential and incredibly difficult and that explains why most change efforts generate only lukewarm results or fail miserably.

We offer a comprehensive program which prepares your leadership team to manage an actual transformation process from start to finish.

### **WORKERS COMMITTEE/WORKS COUNCIL MEMBER TRAINING**

We Offer a (2) two day Course that is designed to equip Workers Committee Representatives/Works Council members with the essential skills and techniques to operate

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effectively within the provisions of the country's Labour Laws.

**A Positive Workplace Creates a Successful Workforce.** Positive employee relations can create an environment of trust, productivity and success. Your people are the essential assets of your company because they are the key to your success and competitive edge. We will help you develop a workplace that fosters the desired culture and promotes a sense of teamwork and fairness. We utilize many assessment techniques to determine the current climate and needed workplace improvements for your company:

- Employee Surveys
- Focus Groups
- Individual Interviews
- Diagnostic Reports
- With these tools we are able to identify the necessary direction for successful employee relations and initiate proactive and responsive action.