



# SOFT SKILLS OR WORK READINESS PROGRAMMES GUIDE

## WHAT ARE SOFT SKILLS?

The term “soft skills” is a term often associated with a person’s “EQ” (Emotional Intelligence Quotient), the cluster of personality traits, social graces, communication and language skills, personal habits, interpersonal skills, leadership abilities, etc. that characterise relationships with other people.

## HOW WILL IMPROVED SOFT SKILLS BENEFIT MY COMPANY?

### **Benefits:**

Soft skills are personal attributes that enhance an individual’s interactions, job performance, and career prospects. Improved soft skills lead to improved relationships in the workplace, which can lead to further improvements, such as increased employee engagement, higher levels of motivation, and increased levels of productivity. In the working environment, soft skills are a necessary complement to the hard skills (technical knowledge and occupational skills) required for a particular job.

## HOW DO I GET STARTED?

If you are an employer or HR manager:

- Determine which soft skills will most benefit your company. Credo Business College can assist you with a needs analysis if required.
- Keep in mind that training programmes can be tailored to meet specific needs and to address specific issues arising in your work environment.
- Determine which timeslots suit your company best. Training programmes can be presented in accordance with your operational programme, with for example morning or afternoon sessions spread over a few weeks.
- Training can be provided on-site at your premises, or at Credo Business College’s head office, depending on what suits you best.
- Contact Credo Business College for further information and for the registration forms.

**COURSE TOPICS:**

NO:	NAME:	NO. OF DAYS	METHOD:	OWNER
1	Administrative Support	3	Face-to Face	OTI/CBC
2	Anger Management	2	Face-to Face	OTI/CBC
3	Assertiveness And Self-Confidence	2	Face-to Face	OTI/CBC
4	Attention Management	2	Face-to Face	OTI/CBC
5	Basic Bookkeeping	5	Face-to Face	OTI/CBC
6	Body Language Basics	2	Face-to Face	OTI/CBC
7	Budgets And Financial Reports	5	Face-to Face	OTI/CBC
8	Business Ethics	3	Face-to Face	OTI/CBC
9	Business Etiquette	2	Face-to Face	OTI/CBC
10	Business Succession Planning	3	Face-to Face	OTI/CBC
11	Business Writing	3	Face-to Face	OTI/CBC
12	Call Centre Training	1 day for existing agents, 3 days for new agents	Face-to Face	OTI/CBC
13	Change Management	3	Face-to Face	OTI/CBC
14	Civility In The Workplace	1	Face-to Face	OTI/CBC
15	Coaching And Mentoring	2	Face-to Face	OTI/CBC
16	Communication Strategies	3	Face-to Face	OTI/CBC
17	Creative Problem Solving	2	Face-to Face	OTI/CBC
18	Critical Thinking And Problem Solving	3	Face-to Face	OTI/CBC
19	Customer Service	2	Face-to Face	OTI/CBC
20	Delivering Constructive Criticism	2	Face-to Face	OTI/CBC
21	Emotional Intelligence	2	Face-to Face	OTI/CBC
22	Employee Motivation	5	Face-to Face	OTI/CBC
23	Employee On-Boarding	2	Face-to Face	OTI/CBC
24	Employee Recruitment	2	Face-to Face	OTI/CBC
25	Facilitation Skills	3	Face-to Face	OTI/CBC
26	Generation Gaps	2	Face-to Face	OTI/CBC
27	Human Resource Management	5	Face-to Face	OTI/CBC
28	Interpersonal Skills	2	Face-to Face	OTI/CBC
29	Job Search Skills	2	Face-to Face	OTI/CBC
30	Knowledge Management	2	Face-to Face	OTI/CBC
31	Lean Process And Six Sigma	5	Face-to Face	OTI/CBC
32	Manager Management	2	Face-to Face	OTI/CBC
33	Measuring Results From Training	2	Face-to Face	OTI/CBC
34	Media And Public Relations	3	Face-to Face	OTI/CBC
35	Meeting Management	2	Face-to Face	OTI/CBC
36	Middle Manager	3	Face-to Face	OTI/CBC
37	Negotiation Skills	3	Face-to Face	OTI/CBC
38	Office Politics For Managers	2	Face-to Face	OTI/CBC

39	Organizational Skills	2	Face-to Face	OTI/CBC
40	Overcoming Sales Objections	2	Face-to Face	OTI/CBC
41	Performance Management	3	Face-to Face	OTI/CBC
42	Personal Productivity	2	Face-to Face	OTI/CBC
43	Presentation Skills	2	Face-to Face	OTI/CBC
44	Project Management	5 Days (1 Week)	Face-to Face	OTI/CBC
45	Proposal Writing	5 Days (1 Week)	Face-to Face	OTI/CBC
46	Public Speaking	2	Face-to Face	OTI/CBC
47	Safety In The Workplace	2 to 3 days where development of Safety plan is required	Face-to Face	OTI/CBC
48	Sales Fundamentals	2	Face-to Face	OTI/CBC
49	Stress Management	2	Face-to Face	OTI/CBC
50	Supervising Others	2	Face-to Face	OTI/CBC
51	Governance And Internal Control	3	Face-to-Face	OTI/CBC

At the date of publishing, the fees for these courses are R250 per participant per course, inclusive of 15% VAT. However, please note that the fees are subject to change.

