



## **PERSONAL EFFECTIVENESS FOR BUSINESS ADMINISTRATION (2 DAYS)**

### **THIS COURSE IS ACCREDITED TO UNIT STANDARD:**

|                   |  |
|-------------------|--|
| Title:            | Achieve personal effectiveness in a business environment |
| Unit Standard ID: | 110021   |
| NQF Level:        | 4  |
| Credit Value:     | 6  |

### **INTRODUCTION**

This learning programme is intended for all persons who need to achieve personal effectiveness in business environment. This unit standard is for all persons involved in administration in commercial or non-commercial organisations.

### **WHAT THIS COURSE CAN DO FOR YOU...**

- Enable sound planning and organising of work
- Prioritise and manage time effectively
- Establish and maintain good cross-cultural working relationships
- Communicate assertively
- Enable the learner to maintain accurate filing and record keeping
- Uphold the culture and ethics of the organisation.

### **TARGET AUDIENCE**

This course is aimed at all persons involved in Administration in commercial and non-commercial organisations.

## **COURSE CONTENT**

### **Plan and Organise Own Work**

- Business environment
  - Documentation
  - Functions
  - People
  - Legislation
- Planning aids
- Identify and prioritise routine and unexpected tasks
  - Change work plans accordingly where changes in priority occur
- Meet deadlines
- Meeting commitments to others
  - Meet commitments to others within agreed timescales

### **Establish and Maintain Working Relationships**

- Organisational culture and context
  - Team working
  - Conflict management
  - Communication styles
  - Relationship
  - Cross-cultural awareness
- Employ appropriate communication methods and styles
  - Elicit information, advice and resources required from the appropriate people
  - Verbal communication
  - Written communication
  - Electronic communication
- Resolve communication difficulties
- Provide information to internal and external customers
- Promote the image of the department and organisation to internal and external customers

### **Maintain Files and Records**

- Information sorting, handling and storage procedures
- File new documentation and records
- Item movements are monitored and recorded
- Store documentation and records according to organisational and legal requirements
  - Confidentiality
  - Document retention
- Adhere to confidentiality and data protection requirements
- Deal with out of date information
- Identify opportunities for improving filing systems

### **Personal Accountability & Commitment Plan**

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## **KWELANGA BUSINESS & EXECUTIVE COACHING**

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

Rose Gray  
Business and Executive Coach (WITS Business School)  
Tel: +27 11 704 0720  
Email: [rose@kwelangatraining.co.za](mailto:rose@kwelangatraining.co.za)