



GRADUATE DEVELOPMENT PROGRAMME – Transitioning into the Workplace **A Specialised Kwelanga Training Programme**

INTRODUCTION

Graduates need to understand exactly what the organisation expects from them. They need to develop a highly professional image and positive attitude, learning to be consistent and dependable. Graduate development training is essential to assist with an effective transition from tertiary education into the corporate workplace.

A Graduate Development Programme should teach new recruits personal effectiveness and professional business skills. Understanding how to be accountable for their daily tasks from inception of their professional careers is essential.

WHAT THIS COURSE CAN DO FOR YOU...

- Develop key attributes for the workplace
- Improve soft skills required for a positive impact in the workplace
- Understand etiquette required
- Develop an understanding of Codes of Conduct
- Improve management of time
- Be positioned to provide excellent levels of customer service
- Improve writing skills
- Manage workplace relationships
- Improve administrative skills
- Grow confidence in presenting and speaking in a group setting
- Practise personal accountability

TARGET AUDIENCE

New recruits that have recently graduated and individuals who are part of graduate programmes or internships.

COURSE CONTENT

Select some or all of the following modules, alternatively select any of the courses in our library, depending on the skills gaps identified and outcomes required:

THE WORKPLACE PROFESSIONAL (1 DAY)

Aligned to Unit Standard 14359 NQF Level 2

- It's all about people - the courteous person and company
- Projecting a positive image - attitude and body language
- Working with others - appropriate behaviour and courtesy in business
- Understand business dress code
- Codes of Conduct
 - The company code of conduct
 - Punctuality and time management
- Etiquette Issues in the Workplace
 - Office politics and gossip
 - Appropriate relationships: your boss, peers and subordinates
 - Honesty in the workplace
- Ways in which different cultures view politeness
- Etiquette on the telephone - personal calls, cell phones and confidentiality

MANAGING TIME FOR RESULTS (1 DAY)

Accredited to Unit Standard 14342 NQF Level 2

- Planning proactively and setting objectives
- Personal goal setting and organisational skills
- Effective scheduling to meet targets
- Using and maintaining an effective diary system
- Prioritising tasks in terms of urgency and importance
- Meeting deadlines and commitments to others
- Productivity and motivation
- Overcoming procrastination
- Manage time to improve efficiency

WOW! SERVICE - ADDING VALUE (2 DAYS)

Accredited to Unit Standard 242829 NQF Level 4

- Characteristics of a "21st Century Organisation"
- First impressions - lasting impressions
- The concept of the 'Moment of Truth'
- Proactive behaviour and empowerment
- The impact on you and your organisation of providing good service
- Understanding and communicating with internal and external clients
- Shifting communication styles with different personality types
- Handling queries - listening skills, taking notes, acknowledge understanding
- Take personal responsibility for each client - really care
- Telephone etiquette principles

MODERN BUSINESS WRITING (2 DAYS)

Aligned to Unit Standard 12153 NQF Level 4

- Understand the purpose of effective business writing
- Improve writing through clear communication
- Checking information for accuracy, bias and stereotyping
- Using plain, up-to-date language in business documents
- Identify effective information transfer - style and tone
- Checking for accuracy and factual correctness
- Using appropriate grammar and punctuation
- Tone and voice in business writing
- Is your writing clear, concise, correct, complete and courteous?
- Editing and double checking
- Email essentials

MANAGING WORKPLACE RELATIONSHIPS (1 DAY)

Accredited to Unit Standard 244572 NQF Level 3

- Understand the need for clear structure in workplace relationships
- Grow your interpersonal relationships by communicating clearly and concisely
- Understand cultural and communication barriers and how to overcome them
- Establishing professional relationships and building rapport
- Positive interpersonal communication - giving and receiving feedback
- Acquiring self-knowledge and knowledge of others - The Johari Window
- Advantage of assertive behaviour compared to passive or aggressive behaviour
- Apply knowledge of self and relationships to manage conflict constructively
- Organisational culture - team work, communication styles and cross-cultural awareness

THE ADMINISTRATION ARCHITECT (1 DAY)

Accredited to Unit Standard 110021 NQF Level 4

- Understanding your role and your unique work environment
- Maintaining files and records efficiently
- Organising and establishing effective systems
- Information sorting, handling and storage procedures
- Filing new documentation and records
- Monitoring and recording item movements
- Checklists, document tracking and retention
- Storing documentation and records according to organisational and legal requirements
- Issues of confidentiality and data protection requirements
- Organising business travel arrangements and itineraries
- Processing expense claim documentation

POWERFUL PRESENTATIONS (2 DAYS)

Accredited to Unit Standard 242840 NQF Level 4

- Understanding the characteristics of a good presenter
- Overcoming the “Fear Factor”
- Applying the presentation process from planning to question and answer sessions
- Analysing the audience
- Successful interaction with the audience, maintaining sound group dynamics.
- Reinforcing the message - key words, pace, transitions, body language
- Participating in/conducting formal meetings, discussions, debates and negotiations.
- Using appropriate visual aids to enhance the presentation.
- Drawing successful conclusions

THE WAY FORWARD

- Taking ownership of yourself, your job and your future
- Personal Elevation 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
- Presentation
- 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 Elevation Plan

Delegates will be introduced to the Personal Elevation Plan, provided as a handout during training. This is a useful tool for creating an action plan to apply the new skills that were learnt during the course as well as promoting and encouraging accountability and behaviour change on delegates’ return to the workplace.

The Facilitator guided delegates through the recording of actionable items and encouraged them to show their Personal Elevation Plan to their upline on their return to work so that accountability is created. This tool will therefore also be useful for monthly one-one-one developmental discussions.

OUR COMMITMENT TO YOU ...

Kwelanga Training’s Commitment

**To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.**

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