

**"Shedding
Light
on Skills
Development"**



Kwelanga

TRAINING

engage | inspire | elevate

Making a Positive Difference in the Workplace (1 Day)

A Specialised Kwelanga Training Programme

INTRODUCTION

The way we behave in the business environment and at social events can undermine effective working relationships, as it may be construed as rudeness, disrespectful or an intolerance of people of different cultures and diversity. Business and social etiquette is our behaviour, interactions and understanding of others and contributes to the professional image and perceptions of an individual and company.

This 1-day workshop is designed to provide an understanding of how to project a more professional image to create credibility and respect. It will also help build stronger relationships with coworkers, managers and employees. Proper business etiquette impacts everyone within an organisation. Learn to create a professional image and use business etiquette techniques in a variety of business settings.

REFERENCES

"It was very informative and very effective."

"Exposure and group discussions with its intensions and benefits are highly excellent."

"I enjoyed learning what kind of personality I fall in within the four different types and how I can resolve conflicts."

WHAT THIS COURSE CAN DO FOR YOU...

- to give delegates an understanding of the importance of courtesy in business relationships
- to encourage appropriate behaviour in the workplace
- to assist delegates to project a professional and positive image
- to help delegates to relate effectively to colleagues and clients in their own context and workplace
- to help individuals understand how potentially explosive workplace issues can be diffused by appropriate courteous behaviour
- to encourage individuals to apply an ethical approach to all their activities in the workplace

TARGET AUDIENCE

The Workplace Professional programme will benefit individuals in non-management positions, who lack experience or confidence in their interaction with internal and external customers.

COURSE CONTENT

First Impressions - Lasting Impressions: Business Image

- First Impressions: Projecting a Positive Image
- Skills Required of the Professional Business Person
- Positive Body Language and Posture
- Business Dress Code
- Voice
- Business Etiquette across the Globe
- Office Politics, Gossip and Politicking

Projecting a Positive Image

- Communication Channels
- Barriers to Communication
- Listening
- Courtesy
- Adult to Adult Positioning
- Values and Credibility
- Vision - Mission - Values and Objectives in Your Organisation
- The Organisation's Vision

Delegates Tasks: Taking Ownership

- Motivation
- Delegated Tasks: Taking Ownership
- Building Trust

Are You a Team Player?

- The Qualities of a "Dream Team"
- Analysing your Team
- The Responsibilities of the Team Members
- Dealing with Team Conflict
- Dealing with Criticism

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

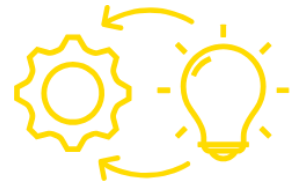


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



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 – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn’t just a takeaway – it’s a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

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.*