

"Shedding Light on Skills Development"



Kwelanga

TRAINING

engage | inspire | elevate

Personal Effectiveness for Business Administration (2 Days)

A Specialised Kwelanga Training Programme

THIS COURSE IS ALIGNED 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.

REFERENCES

"Facilitator was very informative and made sure each individual understood and was on the same page. She introduced fun activities to make learning more fun and interesting."

"Very informative and gives guidelines to meet expectations of business administration."

"I am able to do effective communication and manage my time better, I have learnt new things to help me work productively."

"Interaction, realistic examples relevant to current work situations."

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

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

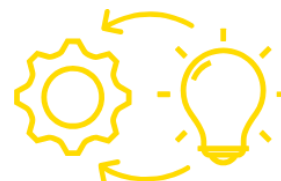


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

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.*