

SHORT COURSES 2022					
NO	Course Name	Location	Feb	March	Days
BUSINESS - 4 DAYS					
	BUSINESS ETHICS PROCESS INCOMING AND OUTGOING TELEPHONE CALLS				3
	MANAGE ADMINISTRATION RECORDS	GAUTENG	23-24		1
	CALL CENTRE	GAUTENG	11		1
	ADVANCE REPORT WRITING PRESENT INFORMATION IN REPORT FORMAT				4
	DEVISE AND APPLY STRATEGIES TO ESTABLISH AND MAINTAIN WORKPLACE RELATIONSHIP	GAUTENG	15-16		2
	DEVELOP, IMPLEMENT AND EVALUATE AN OPERATIONAL PLAN				5
	MONITOR AND EVALUATE TEAM MEMBERS AGAINST PERFORMANCE STANDARDS				5
	APPLY WORKPLACE COMMUNICATION				2
	PROMOTE A LEARNING CULTURE IN AN ORGANISATION				2
	SOLVE PROBLEMS, MAKE DECISIONS AND IMPLEMENT SOLUTIONS				2
	RECRUIT AND SELECT CANDIDATES TO FILL DEFINED POSITIONS				2
	TEAM BUILDING				1
	Close a deal with a customer				2
	IMPLEMENT TRAINING NEEDS FOR TEAMS AND INDIVIDUALS TO UPGRADE SKILLS LEVELS				2
	EFFECTIVE BUSINESS WRITING SKILLS				3
HEALTH AND WELLNESS - 4 DAYS					
	MAINTAIN HEALTH, HYGIENE AND PROFESSIONAL APPEARANCE				1

MONITOR AND MAINTAN HEALTH, SAFETY AND SECURITY				2
PROMTE HEALTH AND WELLNESS IN A SELECTED CONTEXT				2
MANAGEMENT - 4 DAYS				
MONITOR HANDLING OF CUSTOMERS BY FRONTLINE CUSTOMER SERVICE MANAGERS				1
FINANCE NON FINANCIAL MANAGERS MANAGE EXPENDITURE AGAINST A BUDGET				3
DIVERSITY MANAGEMENT				2
Strategic Plange and Change Management	GAUTENG	1-4		4
Conflict Management and negotiation skills				2
ANGER MANAGEMENT APPLY THE PRINCIPLES AND CONCEPTS OF EMOTIONAL INTELLIGENCE TO THE MANAGEMENT OF SELF AND OTHERS	GAUTENG	8-9		2
COMMUNICATION SKILLS PROGRAM				
Corporate Governance				
Customer Service Excellence for Managers ISO aligned				2
OPERATIONS MANAGEMENT				2
Stress Management	GAUTENG	11		1
Stock Management	GAUTENG	15		1
Time Management				2
PERFORMANCE MANAGEMENT				2
Project Management	GAUTENG		8-10	3
Public Finance Management				3
HUMAN RECOURSES	GAUTENG	28	4	5
Risk Management				2
OTHERS 4 DAYS				
IDENTIFY AND RESPOND TO LEARNERS WITH SPECIAL NEEDS AND BARRIERS TO LEARNING				

	ASSIST AND SUPPORT LEARNERS TO MANAGE THEIR LEARNING EXPERIENCES				
	DESIGN OUTCOMES-BASED LEARNING PROGRAMMES				
	Team leader				3
	ANALYSE LEADERSHIP AND RELATED THEORIES IN A WORK CONTEXT				3
	Skills dev and Training Management				2
	Emotional intelligence and Personal Mastery				2
	CREATE AND MANAGE AN ENVIRONMENT THAT PROMOTES INNOVATION	GAUTENG		17-18	2
	MENTORING AND COUCHING				2
	MEETING AN MINUTE MANAGEMENT CONDUCT A STRUCTIAL MEETING				2
	Personal Assistant				3
	SUPERVISOR				4