



## WORK READINESS



**IMPACTFUL**  
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## WORK READINESS TRAINING INTERVENTION

### PURPOSE

The focus of this training intervention is to provide the learner with a set of interpersonal and computer literacy skills, and behaviours that are necessary to communicate effectively and act professionally in any work environment. The programme addresses competencies in critical / core-skills required in any business environment.

Selected elements of the below curriculum may be chosen to address a defined requirement, or delegates may enjoy the benefit of the full preparatory programme.

### TOPICS COVERED

- Emotional Intelligence and Personal Mastery
- Problem Solving and Critical Thinking
- Teaming and Social Intelligence
- Office 365
  - Word
  - Excel
  - PowerPoint
  - Teams
- POPI Act
- Customer Service
- Attitude
- Communication
- Email Etiquette
- Collaboration

### ENTRY CRITERIA

- None

### DELIVERY METHODOLOGY

Our high-contact programme has flexible delivery options:

- Face-face classroom training at the Impactful training rooms
  - Locations: Randburg / Durban / Cape Town
- Online
- On-site at the client



### Week 1

Module	Content
Emotional Intelligence	<ul style="list-style-type: none"><li>• Impact of Emotional Intelligence</li><li>• Self-awareness</li><li>• Reacting to others</li><li>• Self-management</li><li>• Social competence</li><li>• Relationship management</li></ul>
Personal Mastery	<ul style="list-style-type: none"><li>• Understanding you</li><li>• Your strengths</li><li>• Your weaknesses</li><li>• What's important to you</li><li>• Where you want to go</li><li>• Building self-confidence</li></ul>
Human Skills	<ul style="list-style-type: none"><li>• Complex problem solving</li><li>• Adaptive and critical thinking</li><li>• Teaming and social intelligence</li></ul>

### Week 2

Module	Content
Office 365 (MICT accredited content – level 1)	<ul style="list-style-type: none"><li>• Word (2 days)</li><li>• Excel (2 days)</li><li>• PowerPoint (1 Day)</li></ul>

### Week 3

Module	Content
Office 365 (MICT accredited content – level 1)	<ul style="list-style-type: none"><li>• Outlook</li></ul>
Office 365 Teams (Could be accredited)	<ul style="list-style-type: none"><li>• Overview of Microsoft Teams</li><li>• Members of a team</li><li>• Working with channels</li><li>• Working with files in a team</li><li>• Using chat</li><li>• Schedule a meeting</li><li>• Meeting options</li><li>• Sharing your screen</li></ul>
Celebrating diversity in the workplace	<ul style="list-style-type: none"><li>• Defining diversity</li><li>• How does diversity affect me?</li><li>• Identifying stereotypes</li><li>• Changing our language</li><li>• The cornerstones of diversity</li><li>• Common pitfalls</li><li>• The STOP technique</li><li>• Managing for diversity</li><li>• Dealing with discrimination</li></ul>



Week 4

Module	Content
POPI Act	<ul style="list-style-type: none"><li>• What is Data Privacy?</li><li>• Why Data Privacy matters to us?</li><li>• Personal information is at the heart of Data Privacy</li><li>• What is Personal Information?</li><li>• What is Processing?</li><li>• 8 POPIA Conditions for Lawful Processing</li><li>• Lawful Processing – extra care on 4 special conditions</li><li>• Who does POPIA apply to?</li><li>• Employee Responsibilities</li><li>• 5 Key rules for working with data</li></ul>
Customer Services	<ul style="list-style-type: none"><li>• What is customer service?</li><li>• Who are your customers?</li><li>• Meeting expectations</li><li>• Organizational standards</li><li>• Communication skills</li><li>• Telephone techniques</li><li>• dealing with difficult customers</li><li>• Dealing with challenges assertively</li><li>• Seven steps to customer problem solving</li><li>• Dealing with stress</li></ul>
Attitude	<ul style="list-style-type: none"><li>• Understanding your attitude.</li><li>• Eight ways to adjust your attitude.</li><li>• Attitude and your job</li><li>• Protecting your attitude and making a plan</li></ul>
Communication	<ul style="list-style-type: none"><li>• Creating positive relationships</li><li>• Growing our self-awareness</li><li>• Communication basics</li><li>• communication barriers</li><li>• Asking questions</li><li>• Listening skills</li><li>• Body language</li><li>• Communication styles</li><li>• Creating a positive self-image</li><li>• Frame of reference</li><li>• Techniques for the workplace</li><li>• Assertiveness</li></ul>
Email Etiquette	<ul style="list-style-type: none"><li>• Etiquette defined</li><li>• Communication model</li><li>• Email structure</li><li>• Responding to a complex email</li><li>• Spelling and grammar</li><li>• Adhering to corporate brand in your communication</li></ul>
Collaboration	<ul style="list-style-type: none"><li>• Being collaborative</li><li>• Elements of successful collaboration</li><li>• Benefits of collaboration</li><li>• Common obstacles</li><li>• Technology and collaboration</li></ul>