



## 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 the necessary behaviours needed 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 from 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
- Celebrating Diversity

### ENTRY CRITERIA

- New/Junior entrants in the workplace

### DELIVERY METHODOLOGY

Our high-contact programme has flexible delivery options:

- In-person classroom training at the Impactful training facilities
  - Locations: Randburg and Cape Town
- Online
- Nationally: 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>• Organisational 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>