

## 2018 - Schedule Courses and Workshops

Title:	Description:
<b>CLIP System - Efficient business administration</b>	Learn how to have efficient business administration through tasks and checklists, saving you time and money. Managing risk/cost/continuity and customer service. (Shan Cade)
<b>CLIP - Sustainable business thinking</b>	Understanding the components that make up a business and their purpose so that you bring value to your organisation and its sustainability. A great session for business entry level people and general workers too. (Shan Cade)
<b>Acceptable behaviour in the workplace</b>	Understand how society is set on key ethical principles, understand moral responsibilities, discuss the role of morals in the workplace. (Shari Cade)
<b>CLIP - Getting organised</b>	Learn how to get organised using checklists, control tools, time management and a reminder system effectively, to help you achieve more in a day. Sharing real life experiences (Shan Cade)
<b>CLIP - Improving productivity</b>	This is about exploring ideas on how to improve productivity in your workplace. Where your workplace specific is discussed making the session really valuable and leaving you with some immediate starter points. (Shan Cade)
<b>Emotional intelligence 101</b>	Expand your knowledge of emotional patterns in yourself and others. Understand how you use emotion to facilitate thought and behaviour. Know the difference between a reaction and a considered response. Build more effective relationships. (Shari Cade)
<b>CLIP - "I'm on show" - Front of house</b>	What to do, what to wear, how to behave, understanding the customer, communication and much more, done in a fun and informative, interactive session - not to be missed (Shan Cade)
<b>Workplace anxiety and depression</b>	Understand depression and anxiety and their impact on the workplace. Understand the difference between anxiety, depression and stress. How do you support and accommodate people in the workplace? (Shari Cade)

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<b>Customer Service 101</b>	Know the principles of impressive customer service, responding appropriately to a customer, providing relevant information to a customer, managing the relationship to retain customers. (Shan Cade)
<b>Supervisor Training 101</b>	Supervisors role, skills assessment, self-sabotaging behaviours, accountability, delegation, questioning skills, reflective listening, employee motivation, feedback, difficult behaviour, and conflict management, improving communication and building teams, are the basics of this coaching. (Shari Cade)
<b>CLIP- Budgeting for workers</b>	Everyone needs to understand the importance of planning finances. Understanding personal budgets, helps the worker to plan and look after their own finances better and avoid debt, as well as to understand the importance and value in workplace tools and equipment. Teaching respect for the value of money. (Shan Cade)
<b>Workplace stress</b>	Stress, stress management, recognising the causes of your stress, changes in your physical environment to reduce stress, practice physical exercises for relieving tension, using mental techniques for feeling in control and reminding yourself of the good in what you do and where you work - a MUST for all the team. (Shari Cade)
<b>Modern manners</b>	Doing Business the right and caring way. Covers professional behaviour, networking, business dining skills and dress, international protocol, working with the culturally diverse, meeting etiquette, and much more. (ShariCade)

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<b>Email and business etiquette</b>	Learning good behaviour online. Covers the ins and outs of electronic communication, and how to exhibit good online behaviour. (Shari Cade)
<b>Service savvy</b>	Etiquette for retail employees. Poor manners cost's a business, their business. Covers word choice, approaching customers, dealing with difficult customers, personal appearance, and service excellence. (Shari Cade)
<b>From top to toe</b>	Building a professional image. An informative session on what is and what is not acceptable to wear at work, personal branding, aligning appearance with workplace expectations, image management. If you don't look the part, it is hard to do the job to your best ability.(Shan Cade)
<b>Communication 101</b>	The fundamentals of interpersonal communication, have a clear understanding of what good communication skills look like. (Shari Cade)
<b>Communication 102</b>	What to say and how to say it. How to capitalise on your communication strengths, adjust for and grow in your weaknesses, better handle people, learn to be understood and give constructive feedback. (Shari Cade)
<b>"Not another one!" - Difficult people</b>	Handling chronic complainers, time stealers, loudmouths, emotional vampires, and other difficult people. These people create a lack of productivity, poor attitude, and reluctance to come to work. Learn how to better manage your relationships with challenging people and take-home techniques to practice. (Shari Cade)

<b>"Have you walked in my shoes?" - Empathy</b>	The ability to put oneself in another's shoes, is a valuable skill. It means being capable of seeing someone else's point of view, even when you're not experiencing the situation. Empathy skills can positively influence outcomes. Covers the skills of empathetic people and how to incorporate empathy and empathetic listening in the workplace. (Shari Cade)
<b>Listening loud and clear</b>	Learn to become better listeners. Understand the benefits of listening, listening styles and techniques for improving listening skills and relationships with others. (Shari Cade)
<b>Anger</b>	For those struggling with anger and those working in high pressure environments, where tempers often flare. Understand why anger occurs, how to better manage yourself and situations that cause you to get angry in the workplace. (Shari Cade)
<b>Team building</b>	Effective teams produce first rate results. They show accountability, purpose, cohesiveness, collaboration. Learn to value the different behavioural styles of the people on your team. How to listen better and ask better questions, choose your words carefully for better communication and deal with challenging situations. (Shan Cade)

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<b>Critical thinking and problem solving</b>	<p>Be able to isolate problems, recognise the difference between left and right brain thinking, demonstrate the Osborn-Parnes Principle, apply a variety of creative thinking techniques to business problems, list strategies for generating buy- in and selling ideas to others. looking at a problem from several perspectives. Identifying reasonable standards and appropriate action. Apply appropriate criteria to strategies and action plans. Understanding and making logical arguments. Employers want people who can use creativity, reasoning, and past experiences to identify and solve problems effectively. (Shari Cade)</p>
<b>Decision making</b>	<p>The in's and out's of making decisions, tools for methodically approaching problems and weighing options, confirming problems, evaluating options, avoiding common pitfalls, when facing complex problems. (Shari Cade)</p>
<b>Innovative thinking</b>	<p>Essential to staying relevant. Question the status quo, consider the world from a variety of views, look for the root causes, practice a range of ideation techniques and evaluate solutions to problems, new product ideas or other innovations. (Shari Cade)</p>

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<b>Cultural intelligence</b>	<p>Working smarter in a multicultural organisation. Covers the benefits of a culturally diverse workplace, how culture is formed, Geert Hofstede's research on culture, how different cultures view time, how people from different cultures use words, body language, context, and other signals to communicate. Tools to avoid miscommunication and misunderstanding, created by differences in expectations and lack of awareness of cultural norms. Relationships. Varying perspectives on power and its use. Learning the skills to be able to listen, read non-verbal cues, writing across cultures, and managing culture-related conflict. (Shari Cade)</p>
<b>Customer service excellence</b>	<p>Covers the skills needed to better serve your customers, clients, partners etc. Provide service in person or over the phone. Service internal and external customers. The importance of a professional image, service standards, telephone skills, handling difficult customers, assertiveness, problem solving, service recovery, stress management, what is customer service, improving customers interactions, caring for new and existing customers, greeting customers, professional image, barriers to good service, measuring service levels, communication styles, conflict resolution and stress management. (Shari Cade)</p>
<b>Telephone skills</b>	<p>Answering the phone, transferring callers, putting callers on hold, dealing with difficult situations. (Shan Cade)</p>

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<b>Bridging the gap</b>	The workplace is changing, older people retire, and new employees join ranks. Change is not easy, conflicts arise when people do not share a common understanding or similar expectations. It covers the idea that membership in a certain age-based cohort affects belief and behaviours and focuses on specific actions, that participants can take to work better with people from different generations. Best practices for building rapport, encouraging communication, accommodating preferences, and leveraging strengths. (Shari Cade)
<b>Creating effective orientation programmes</b>	Performance management begins with orientation to the job. Covers all facets of the orientation process, with innovative program development. (Shari Cade)
<b>Leaders</b>	The difference between leading and managing, what it means to be a learning organisation, the importance of personal mastery, mental models, how leaders inspire a shared vision, situational leadership, leadership styles, trust, and change management (Shari Cade)
<b>Coaching</b>	Good coaching increases engagement, encourages development, generates organisational buy-in and ownership. Define coaching, popular models, roadblocks that prevent coaching, tactics for overcoming obstacles, practice communication skills, holding coaching conversations, developing a coaching plan. Questioning ability, coaching steps, goal setting, listening skills. (Shari Cade)

<b>Leadership skills</b>	<p>Traits strong leaders share, actions anyone can take to enhance their leadership skills, Power – where it comes from and how to leverage it, skills leaders use to leverage language, behaviours effective leaders use to influence and how to develop them, the importance of gratitude, appreciation and adopting a positive outlook. How leaders enthuse, move, and influence others, what is visionary leadership, the difference between managing and leadership. Motivating others to accomplish goals and visions. Understanding and working to fulfil the needs of each team member. Knowing, using, and correctly allocating a team’s resources. Effectively planning team activities. Influencing actions by setting a good example. Dealing with team disputes quickly, fairly, and effectively. Assigning duties and responsibilities effectively. Effective problem solving and conflict resolution. Anticipating problems before they occur. Identifying and selecting appropriate solutions. Develop plans. Critical decision making and solving a problem. (Shari Cade)</p>
<b>The manager's toolbox</b>	<p>Business basics, sustainable business thinking, compliance challenges, handling conflict, morale and inspiration, new leader challenges, new manager challenges, performance challenges. How empowerment, goals, motivation, and measurement can come together to drive a workforce. (Shan Cade)</p>

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<p><b>Conflict survival skills</b></p>	<p>When strong feelings arise, it is essential to know how to deal with them in a productive way. Tools for managing a range of workplace disagreements, sources of conflict, conflict management models, healthy methods of handling disagreements, conflict resolution styles, tactics for dealing with difficult people. (Shari Cade)</p>
<p><b>Presentation skills 101</b></p>	<p>For those who do not have a lot of experience presenting information. Conquer the fear of speaking, preparing for and delivering the presentation, what presentations work best for different situations, creating slide stories with impact, basics of speaking to press/media (providing usable sound bites, responses for print, radio, TV etc.) (Shan Cade)</p>
<p><b>Time management</b></p>	<p>Work better through delegation, use and organisation of to do lists, developing personal action plans, what is procrastination, how to plan, new ways of managing time, goals, and goal setting, 4D – system – Do, Dump, Delay and Delegate. Managing and organising projects while conscious of schedules and deadlines. Setting realistic goals. Organising work effectively, breaking down into manageable steps. Prioritising critical tasks first. (Shan Cade)</p>
<p><b>Effective delegation</b></p>	<p>Tactics for assigning the right tasks to the right people, letting go, generating buy-in, communicating authority, monitoring tasks, using questions to coach, monitoring delegated tasks, can I delegate? (Shari Cade)</p>

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<b>The polished administrative assistant</b>	Keeping those around you organised, on time and on track. The soft skills people expect from those who support them. Personal credibility, language choices, professional presence, email etiquette, and tools and tactics for handling difficult personalities and challenging situations. (Shan Cade)
<b>Effective meetings</b>	How to plan, conduct and manage meetings, to save time and achieve the most out of the time together. Ideal meeting size, elements good meetings contain, guidelines for creating a climate for productive discussions and tools for soliciting a range of opinions, and considering multiple points of view. (Shan Cade)
<b>Balance</b>	Balancing work, life, and everything life throws at us, is sometimes near impossible. When one area of life becomes disproportionately important, stress ensues. Identify the sources that create a lack of balance and examine solutions for making choices and aligning behaviours to achieve greater personal fulfilment. (Shari Cade)
<b>Being professional</b>	Representing an organisation through appropriate dress, language, behaviour, and business ethics. Complying with written and unwritten rules and expectations. Treating co-workers, superiors, assistants, and customers with respect. Working toward compromise in situations of disagreement or dispute. Working within project protocols. Showing loyalty to an organisation. Being punctual and working efficiently. Producing high quality results. (Shari Cade)

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<p><b>Personal management skills</b></p>	<p>The ability to plan and manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments. (Shari Cade)</p>
<p><b>Interpersonal effectiveness</b></p>	<p>Employers usually note whether an employee can relate to co-workers and build relationships with others in the organisation. Interacting effectively. Understanding the feelings of others. Effective social behaviour. Group co-operation. Making and keeping commitments to others. (Shari Cade)</p>
<p>Courses will be held at <b>Celtiskloof Lifestyle Centre, Howick</b></p>	
<p>Courses can be held at your workplace for your team, on a selected date. (<b>R4250</b> for 2-5 people, <b>R6300</b> for 6-10 people, excluding travel, if outside Howick PMB)</p>	
<p>Courses cost: <b>R620pp</b> individual, or <b>R550pp</b> for 2 or more.</p>	
<p><b>Payment:</b> On invoice - invoice done, on confirmation of your booking via email</p>	
<p><b>Duration:</b> 4 hours 08:30-12:30 - unless stated otherwise in communication.</p>	
<p><b>Bookings are essential</b> - please book well in advance to avoid disappointment.</p>	
<p>Book your space with Shân, <a href="mailto:Shan@shancade.co.za">Shan@shancade.co.za</a> or Shari, <a href="mailto:Shari@shancade.co.za">Shari@shancade.co.za</a></p>	
<p>Feel free to contact us for further information or ask any questions. Shân: <b>078 801 0896</b></p>	

## 2018 - Schedule Courses and Workshops

Date/s:
01-Feb-18
08-Feb-18 and 28-Jun-18
14-Feb-18
22-Feb-18
01-Mar-18
07-Mar-18
15-Mar-18
23-Mar-18

## 2018 - Schedule Courses and Workshops

<b>05-Apr-18</b>
<b>11-Apr-18</b>
<b>19-Apr-18 or 26-Jul-18</b>
<b>18-Apr-18</b>
<b>25-Apr-18</b>

## 2018 - Schedule Courses and Workshops

<b>03-May-18</b>
<b>09-May-18</b>
<b>17-May-18</b>
<b>23-May-18</b>
<b>30-May-18</b>
<b>06-Jun-18</b>

## 2018 - Schedule Courses and Workshops

13-Jun-18
20-Jun-18
22-Jun-18
05-Jul-18

## 2018 - Schedule Courses and Workshops

11-Jul-18
18-Jul-18
25-Jul-18

## 2018 - Schedule Courses and Workshops

01-Aug-18

08-Aug-18

16-Aug-18

## 2018 - Schedule Courses and Workshops

17-Aug-18
29-Aug-18
05-Sep-18
12-Sep-18

## 2018 - Schedule Courses and Workshops

19-Sep-18

27-Sep-18

## 2018 - Schedule Courses and Workshops

<b>03-Oct-18</b>
<b>11-Oct-18</b>
<b>18-Oct-18</b>
<b>24-Oct-18</b>

## 2018 - Schedule Courses and Workshops

<b>01-Nov-18</b>
<b>08-Nov-18</b>
<b>14-Nov-18</b>
<b>21-Nov-18</b>

## 2018 - Schedule Courses and Workshops

28-Nov-18
05-Dec-18
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