



INVESTING IN YOURSELF

Soft skills are a particular set of traits that essentially determine an individual's ability to be successful within an organisation. This includes skills relating to leadership, communication, teamwork, problem-solving, conflict resolution, and adaptability. Our soft skills training programmes are designed to equip delegates with the soft skills they need to grow and succeed professionally in the workplace.

63% of all jobs will be soft skills incentivised by 2030

Source: Deloitte access economics

92% of executives say that soft skills are equally important or more important than technical skills

Source: The Wall Street Journal

89% of executives say that it is difficult to find people with soft skills

Source: The Wall Street Journal

What are you doing to prepare yourself, your teams, and your company for the future? With so much focus on soft skills, and the evidence overwhelmingly supporting the importance of soft skills in a healthy, balanced and profitable workforce these training modules are designed to empower delegates and move your business closer to this optimal state.

Subject Matter Expert, Craig Pannell

Provision of a wide range of Human Resources, Industrial Relations, Training, Recruitment, Assessment and Business Consulting services for small to medium sized enterprises.

Work Experience

- Training Officer - Coca-Cola Sabco
- Senior Personnel Officer – Coca-Cola Sabco
- IR Advisor – Bridgestone Firestone
- Training Manager – Bridgestone Firestone
- Lecturer (UPE – part time)
- 21 years as Business Consultant
- 29 years' experience in recruitment and selection
- 26 years' experience in leadership and management training, problem solving and creativity training, assessment & people development

Qualifications

- BA (Soc, Psych, Phil)
- BA Hon (Sociology and Philosophy)
- Hon BB&A (Bus Administration)
- D32/33 Assessor
- Accredited DISC/Thomas Analyst
- International Diploma in Teaching and Training
- Certified MDWT facilitator

1. <u>Effective communication and influencing skills</u>	NQF Level 4-10
2. <u>Emotional Intelligence</u>	NQF Level 4-10
3. <u>Problem solving & creative decision making</u>	NQF Level 4-10
4. <u>Workplace conflict management</u>	NQF Level 5-8
5. <u>Conducting effective meetings</u>	NQF Level 4-5
6. <u>Essential skills for effective communication</u>	NQF Level 4-10
7. <u>Presentation skills</u>	NQF Level 4-8
8. <u>Time management</u>	NQF Level 4-8
9. <u>Performance management</u>	NQF Level 4-10
10. <u>Embracing and managing workplace diversity</u>	NQF Level 4-10
11. <u>Writing reports and proposals</u>	NQF Level 4-7
12. <u>Interviewing skills and CV compilation</u>	NQF Level 4-8
13. <u>Stress management</u>	NQF Level 4-10
14. <u>Recruitment and selection</u>	NQF Level 4-10
15. <u>Management</u>	NQF Level 5-10
16. <u>Measuring team performance</u>	NQF Level 4-10
17. <u>Empowering team members</u>	NQF Level 4-10
18. <u>Implementing Change</u>	NQF Level 5-8
19. <u>Initiating and conducting disciplinary enquiry</u>	NQF Level 4-6
20. <u>Lean manufacturing</u>	NQF Level 4-8
21. <u>Assertiveness</u>	NQF Level 4-10
22. <u>Customer care</u>	NQF Level 4-8
23. <u>Facilitation skills</u>	NQF Level 5-8
24. <u>Personal Finance management</u>	NQF Level 4-7
25. <u>Basic project management</u>	NQF Level 5-7

NQF Level 3-4 courses available for supervisors/team leaders or general workers and to be facilitated by an alternative facilitator.