

CHANGING BEHAVIOUR



People Skills 101

"The meaning of communication lies in the response you receive."

How can you learn to motivate your tribe to be more productive, more engaged and more connected with each other?

Learn how to

- ▶ Uncover what behaviours can be damaging
- ▶ Become self-aware and
- ▶ To grow

Programme overview

- ▶ Conflict resolution and state management
- ▶ Time Management
- ▶ Co-dependence
- ▶ Personal branding and how we communicate
- ▶ Professionalism
- ▶ The different generations dealing with clients and your boss

Programme overview

- ▶ Self awareness, self confidence and self-belief
- ▶ Interpersonal skills and communication
- ▶ Understanding and managing our negative emotions
- ▶ Developing a positive focus

Who should attend

- ▶ Sales representatives
- ▶ Presentations to clients or management or staff
- ▶ Public speaking
- ▶ Leadership roles



1 DAY

POPI ACT (Protection of Personal Information Act)

The Protection of Personal Information Act, No 4 of 2013 (POPI), has been enacted in South Africa, but a commencement date has not yet been published. POPI is therefore a complete Act of law, that will become fully enforceable in the near future.

HR Departments are particularly affected by the provisions of POPI, as they collect, process and store employee personal information. HR Departments must therefore ensure that their department takes the necessary steps to become POPI compliant, and the first step is to become aware of what their obligations will be under POPI when collecting, processing and storing employee information, and what steps they need to take to achieve compliance with POPI.

Programme overview

- ▶ Purpose and status of the Act
- ▶ Key definitions and terms used in the Act
- ▶ The rights of data subjects
- ▶ The 8 Conditions for lawful processing of personal information
- ▶ General exclusions in terms of POPI
- ▶ Direct Marketing and POPI
- ▶ Trans border Information Flows
- ▶ Risks and consequences of non-compliance with the Act
- ▶ POPI Implementation in Human Resources – legal requirements for HR record retention

Programme outcomes

- ▶ Understand how to manage the personal information you process to comply with the law, address your customer's demands, and protect your organisation
- ▶ Work out who in your organisation is responsible
- ▶ Know the impact of the POPI Act on your organisation

Who should attend

- ▶ All HR Managers and employees in HR departments in all sectors of business
- ▶ All HR sector business owners, management and employees
- ▶ All business owners and employees that do not have a dedicated HR department and who collect, use and store employee information



1 DAY

The Power of Persuasion (Negotiation Skills)

**Feel confident, in charge and powerful the next time you present!
Learning how to persuade an audience is a skill that you can acquire in one day.**

Learn how to

- ▶ Make that first impression count
- ▶ Presenting with power and winning the deal!

Programme overview

- ▶ Building your confidence and Personal Branding
- ▶ The purpose, structure and call to action
- ▶ How to relate to different personality types
- ▶ Body language that sells
- ▶ How to connect to every person in the audience
- ▶ Incorporating technology into your presentation
- ▶ How to project your voice
- ▶ Storytelling techniques and Memory enhancers for your audience

Programme outcomes

- ▶ Create a presentation or speech in a short period of time
- ▶ Allow the speaker to learn and deliver, and for the audience to receive the message, remember it, and do something about it.
- ▶ Practical techniques to build your Listening skills, Confidence and Personal Brand through Neuro-Science
- ▶ Practical presentation and feedback sessions

Who should attend

- ▶ Sales representatives
- ▶ Presentations to clients or management or staff
- ▶ Public speaking
- ▶ Leadership roles

