PROFESSIONAL DEVELOPMENT COURSE GUIDE

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Coaching & Training

TAKING YOUR CAREER TO THE NEXT LEVEL

Advanced Skills for the Practical Trainer

This 3-x day training course will take a trainer to a whole new level. The skills and techniques covered will bring increased planning, excitement, and engagement to your training sessions. Techniques that engage your students and get them actively involved in learning, simply because you make it interesting and cover the learning in and informative and structured way. In this course you will go from good to great.

Business Process Management

Business Process Management (BPM) is the practice of designing, executing, monitoring, and optimizing business processes. It is a methodology (not a product) that can turn your business into a well-oiled machine. Done correctly, it is also carried out with the intention of continual improvement

. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs. This 2-x day training course provides you with the tools to manage this process.

Business Writing That Works

Have you ever sent an email or a letter to a client, work colleague, Business manager, that has been completely misunderstood?

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and this training course will provide skills and techniques that will show you how to make your business writing outstanding every time.

This 2-x day training course is ideal for anyone who must communicate by the written word.

Communication Strategies

This 2-x day training workshop is to help participants understand the impact that communication styles have on other people. how improving these skills can make it easier for them to get along in the workplace, and in life. In the modern workplace we are working in a multicultural workplace where each day, each moment, the culture of a person is different. To be effective you need to develop your skills and understanding in how to work and be successful with a range of people.

Conflict Resolution: Getting Along in the Workplace

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. How does conflict occur, how do you deal with it in a diverse workplace? This 2-x day training course gives you the skills to cope effectively and deliver outstanding results. A happy workplace is a productive one and leads to high moral, high motivation, increased collaboration, and low staff turnover.

Getting Stuff Done

So, your working week is planned, and you are ready to go and make an impact. However, on arrival at the workplace things start to fall apart, deadlines change, people get sick, and meetings are changed. In this workshop, we explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the 2 x day course, you will emerge with a plan that works for you, so that you can start regaining control of your daily duties and responsibilities. Someone once said, we do not plan to fail, we fail to plan.

Human Resources Training: HR for the Non-HR Manager

Most managers and supervisors are expected to deal with some human resource issues. developing job descriptions, take part in interviews, or take responsibility for discipline. We introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline). In todays workplace, Team leaders, Supervisors, Managers & Leaders are all expected to perform tasks and be responsible for duties that in the past were common to HR. This 3-x day course equips you for understanding HR practices and being able to manage this complicated area.

Negotiating for Results

Any idea on how much you are involved in negotiation each day of your life. To getting your point across in a meeting or asking for resources that will allow you to do your job much better. What about all the extra responsibilities you have taken on in your role for no increased income. Getting together with the boss to get an increase in salary. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well. This comprehensive 2 x day workshop provides you with the skills.

Problem Solving & Decision Making

In our workplace we are constantly having to solve a problem and make decisions. We need to get it right. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. That is what this 2 x -day workshop is all about.

The Professional Supervisor

Overnight your role has changed, and you have a new position description and a set of new KPI's. With a host of challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial-and-error basis can lead to discouragement. This 3-x day training workshop will adjust you to overcome challenges and adapt to your senior role and to set the groundwork for a successful change in your working life! You will learn how to prepare and set clear expectations for your team and get the most from them, by working in a structured and well-planned way. Effective leadership leads to successful results and a great team.

Project Management Training: Understanding Project Management

Often, we are called upon to be a part of a Project team. This is something we do outside of our usual position description. The role may be as Project Leader or Project Manager or Project administrator or as a part of a project team. In this 3-x day training workshop, you will learn the nuts and bolts of the skills required to understand a project, from setting priorities to controlling expenses and reporting on the results. People are often expected to take on extra assignments and to get that additional job done well, done under budget, and done on time. This is what is called a Project. This structured fundamental course will provide you the skills required to Manage a project or play an important role in whatever role you are placed in.

Public Speaking: Speaking Under Pressure

Being called upon to present to a team, or a management group, or board or even at an event, is becoming more common for most in the workplace. This 2-x day workshop has been designed for those in positions where they must speak in front of audiences that can be friendly or hostile or demanding or just plain terrifying. This training material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization. This skills development course is aimed at improving your skills and learning some new techniques which will give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information.

Strategic Planning

If you and the people who work with you do not understand where the company is going, they may all develop their own priorities and prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there is the challenge of bringing these principles to life in a meaningful way that people can relate to. This 2 x -day course will help you describe what you want to do and get people where you want to go.

Team Building: Developing High Performance Teams

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This 3 x day structured workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

The ABC's of Supervising Others

For people who are in a leadership role or new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority. This course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that any supervisor encounters is not easy, but it does not have to lead to discouragement. This highly effective 2 x day course provides you with the knowledge to make an impact every day.

Writing a Business Plan

This 2-x day training course is designed for business owners, Managers and entrepreneurs who are ready to create a business plan. All the essential steps are covered, including drafting the original document; identifying the audience; gathering information; researching; describing product plans; and marketing, sales, and accounting terms. You will come away from the course energized and prepared to write the business plan.

MICROSOFT PROJECT INTRODUCTION

Overview
This course delivers practical techniques for building, monitoring, and reporting on a project using Microsoft Project software.

MICROSOFT PROJECT INTERMEDIATE

Overview
Participants will work with recurring and split tasks, manage, and update tasks and apply calendars to tasks. Custom calendars, tables, views, filters, fields, and reports will also be created and applied to projects.

MICROSOFT EXCEL BASIC

Overview

Learn the basics of creating spreadsheets in Excel. Enter data, formulas, format, and print workbooks.

MICROSOFT EXCEL INTERMEDIATE

Overview

This course has been developed for people wanting to utilise Excel to perform calculations using a variety of common worksheet functions, filter, sort and summarise database lists, format and modify charts, and conditionally format cells

MICROSOFT EXCEL ADVANCED

Overview

On completion of this course, attendees will be able to create a variety of functions, present their data using PivotTables, analyse workbooks and data and record macros.

MICROSOFT POWERPOINT BASICS

Overview

Upon completing this course, you will be able to create and deliver engaging multimedia presentations that convey the key points of your message using text, graphics, and animations.

MICROSOFT POWERPOINT INTERMEDIATE

Overview

In this course you will learn how to enhance text in a presentation, add media features, setup a slide show, and more.

Light Up Your Career

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Fast Track Your Career With Quality Career courses with Illuminate Coaching & Training!

We deliver short and structured courses which allow you to gather the knowledge and put into action in the workplace from day one.

Professional Development courses allow you to focus on specific skill sets that allow you to drive your career and take advantage of new opportunities, increased responsibility and keep you ahead of the game.

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