



**We have pleasure in introducing our brand new, diverse CPD Accredited Curriculum.**

**This curriculum accommodates the needs of Organisations, Teams, Managers and individuals alike.**

**We welcome you to discover the learning possibilities and opportunities for learning, over the following pages.**

### **Why Eden Learning Innovations?**

- ✓ Vast experience in a number of industries and curricula,
- ✓ You experience us through Learning Consultation, Facilitation, Coaching and Enneagram practices.
- ✓ Learning Interventions incorporates a personalised learning experience and lasting transformation.
- ✓ We boast a curriculum equipping various roles within your organisation.

### **What's in it for you?**

#### **All delegates receive:**

- ✓ A Certificate of Attendance.
- ✓ A CPD accreditation certificate if required.
- ✓ Lifetime Access to an Online Student portal for their specific training course (for pre and post course support).
- ✓ Walking away with an experience of fulfilment, new skill, knowledge and understanding.
- ✓ Most importantly, the confidence to implement your learnings in your world.
- ✓ Post course assessments designed on request.

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### **Ready to take that next step of self-development?**

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**Team or Group bookings need to be emailed, for further consultation.**

### **Enneagram Programs and Transformational Coaching**

**We welcome you to contact us for a quote on our Individual and Team Enneagram Programs as well as Transformational Coaching.**





**Classroom and Virtual Training Course List**  
(Click onto the course title for synopsis and objectives)

| No  | Course Title                      | Cost  | Duration |
|-----|-----------------------------------|-------|----------|
| 1.  | Absence Management                | R3750 | 2 Days   |
| 2.  | Achieving Sales on the Telephone  | R3250 | 2 Days   |
| 3.  | Anger Management                  | R3250 | 2 Days   |
| 4.  | Anxiety at Work                   | R3250 | 2 Days   |
| 5.  | Assertiveness in Action           | R3250 | 2 Days   |
| 6.  | Body Language Training            | R3250 | 2 Days   |
| 7.  | Brainstorming Techniques          | R3250 | 2 Days   |
| 8.  | Building Better Work Habits       | R3250 | 2 Days   |
| 9.  | Building Relationships            | R3250 | 2 Days   |
| 10. | Bullying & Harassment             | R3250 | 2 Days   |
| 11. | Business Etiquette                | R3250 | 2 Days   |
| 12. | Business Networking               | R3250 | 2 Days   |
| 13. | Business Presentations            | R3250 | 2 Days   |
| 14. | Coaching at Work                  | R3250 | 2 Days   |
| 15. | Coaching Essentials               | R3250 | 2 Days   |
| 16. | Coaching Skills for Managers      | R3250 | 2 Days   |
| 17. | Coaching with NLP                 | R3250 | 2 Days   |
| 18. | Commerciality – Business Planning | R2250 | 1 Day    |
| 19. | Communicating Difficult Messages  | R3250 | 2 Days   |
| 20. | Communicating with Customers      | R2250 | 1 Day    |
| 21. | Complaint Handling                | R3250 | 2 Days   |
| 22. | Conflict Handling                 | R3250 | 2 Days   |
| 23. | Creative Thinking                 | R3250 | 2 Days   |
| 24. | Crisis Management                 | R3250 | 2 Days   |
| 25. | Critical Thinking                 | R3250 | 2 Days   |
| 26. | Customer Care on the Telephone    | R3250 | 2 Days   |
| 27. | Customer Excellence               | R3250 | 2 Days   |
| 28. | Dealing with Challenging People   | R3250 | 2 Days   |
| 29. | Dealing with Phone Rage           | R3250 | 2 Days   |
| 30. | Dealing with Redundancy           | R3250 | 2 Days   |
| 31. | Decision Making                   | R3250 | 2 Days   |
| 32. | Developing Resilience             | R3250 | 2 Days   |
| 33. | Discipline in the Workplace       | R3250 | 2 Days   |
| 34. | Diversity                         | R2250 | 1 Day    |
| 35. | Effective Communication Skills    | R3250 | 2 Days   |
| 36. | Effective Customer Care           | R3250 | 2 Days   |





## Classroom and Virtual Training Course List

(Click onto the course title for synopsis and objectives)

| No | Course Title                       | Cost  | Duration |
|----|------------------------------------|-------|----------|
| 37 | Effective Sales Planning           | R2250 | 1 Day    |
| 38 | Emotional Intelligence at Work     | R3250 | 2 Days   |
| 39 | Employee Engagement                | R3250 | 2 Days   |
| 40 | Essential Management Skills        | R3250 | 2 Days   |
| 41 | Event Management                   | R3250 | 2 Days   |
| 42 | Executive Presence                 | R3250 | 2 Days   |
| 43 | Facilitation Skills                | R3250 | 2 Days   |
| 44 | Finance for Non-Financial Managers | R3250 | 2 Days   |
| 45 | GDPR – Data Protection             | R3250 | 2 Days   |
| 46 | Good, Bad & Ugly Customer Service  | R2250 | 1 Day    |
| 47 | Great Leadership                   | R3250 | 2 Days   |
| 48 | High Performing Teams              | R3250 | 2 Days   |
| 49 | Induction Training Design          | R4750 | 3 Days   |
| 50 | Influencing Skills                 | R3250 | 2 Days   |
| 51 | Informal Resolution                | R3250 | 2 Days   |
| 52 | Instructional Design               | R5500 | 3 Days   |
| 53 | Interpersonal Skills               | R3250 | 2 Days   |
| 54 | Interview Skills                   | R4750 | 3 Days   |
| 55 | Leading Effective Teams            | R3250 | 2 Days   |
| 56 | Leading Meetings                   | R2250 | 1 Day    |
| 57 | Leading Through Uncertainty        | R3250 | 2 Days   |
| 58 | Listening Skills                   | R2250 | 1 Day    |
| 59 | Managing a Virtual Team            | R3250 | 2 Days   |
| 60 | Managing Difficult Behaviours      | R3250 | 2 Days   |
| 61 | Managing Emails                    | R2250 | 1 Day    |
| 62 | Managing Generations               | R3250 | 2 Days   |
| 63 | Managing Performance               | R3250 | 2 Days   |
| 64 | Managing Upwards                   | R2250 | 1 Day    |
| 65 | Managing Workplace Culture         | R2250 | 1 Day    |
| 66 | Marketing Essentials               | R3250 | 2 Days   |
| 67 | Mentor Training                    | R2250 | 1 Day    |
| 68 | Minute Taking                      | R2250 | 1 Day    |
| 69 | NLP, An Introduction               | R4750 | 2 Days   |
| 70 | One Minute Managing                | R3250 | 2 Days   |





**Classroom and Virtual Training Course List**  
(Click onto the course title for synopsis and objectives)

| No. | Course Title                      | Cost  | Duration |
|-----|-----------------------------------|-------|----------|
| 71  | Participating in Meetings         | R2250 | 1 Day    |
| 72  | Performance Management            | R3250 | 2 Days   |
| 73  | Planning for Change               | R3250 | 2 Days   |
| 74  | Practical Sales Skills            | R2250 | 1 Day    |
| 75  | Preparing for Job Interviews      | R3250 | 2 Days   |
| 76  | Presentation Skills               | R4750 | 3 Days   |
| 77  | Presenting Technical Information  | R4750 | 3 Days   |
| 78  | Prioritising & Planning           | R2250 | 1 Day    |
| 79  | Professional E-mails              | R2250 | 1 Day    |
| 80  | Project Management                | R3250 | 2 Days   |
| 81  | Project Management Essentials     | R3250 | 2 Days   |
| 82  | Psychological Safety              | R2250 | 1 Day    |
| 83  | Quality Management                | R3250 | 2 Days   |
| 84  | Questioning Skills                | R2250 | 1 Day    |
| 85  | Recruitment Skills                | R3250 | 2 Days   |
| 86  | Report Writing                    | R3250 | 2 Days   |
| 87  | Root Cause Analysis               | R3250 | 2 Days   |
| 88  | Self Development for Managers     | R3250 | 2 Days   |
| 89  | Stakeholder Management            | R3250 | 2 Days   |
| 90  | Strategic Thinking                | R3250 | 2 Days   |
| 91  | Stress Management                 | R3250 | 2 Days   |
| 92  | Stress Risk Assessments           | R3250 | 2 Days   |
| 93  | Success with Change               | R3250 | 2 Days   |
| 94  | Talent Management                 | R3750 | 2 Days   |
| 95  | Team Building                     | R3250 | 2 Days   |
| 96  | The Art of Negotiation            | R3250 | 2 Days   |
| 97  | The Power of Influence            | R3250 | 2 Days   |
| 98  | The Virtual Trainer               | R3750 | 2 Days   |
| 99  | Think Your Way to Success         | R2250 | 1 Day    |
| 98  | Time Management                   | R3250 | 2 Days   |
| 97  | Train the Trainer                 | R5500 | 3 Days   |
| 98  | Wellness                          | R2250 | 1 Day    |
| 99  | Workplace Reflective Practice     | R2250 | 1 Day    |
| 100 | Writing a CV                      | R2250 | 1 Day    |
| 101 | Writing Multiple Choice Questions | R3250 | 2 Days   |

**\*\* All costs are inclusive of VAT\*\***

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## Training Courses - Full Synopsis and Descriptions

### Course

#### Absence Management

This training course has been created to help safely navigate you through the minefield of absence management, paying attention to issues of systems, procedures and organisational culture along the way. Using a selection of exercises, activities and sample documents, the course examines some traditional methods of management as well as some more contemporary and innovative ways of keeping a lid on casual absence.

Participants will take away a number of practical tools and ideas to enable them to target performance improvement when back at their desks.

#### **Objectives:**

- Give a clear definition of what absence is.
- Outline the legal and contractual issues around the management of absence.
- Have the knowledge to manage absence and to work towards improving overall attendance at work.
- Produce a plan to review absenteeism in your team and where required, an action list to implement measures for improvement.

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#### Achieving Sales on the Telephone

The telephone has become a critical tool in obtaining sales in today's competitive market, and yet it is often an area we pay little attention to and consequently it becomes a negative aspect of our business rather than the highly positive one it can be.

This telephone sales training sets out to enable participants to sell effectively over the phone. The tools that are covered will help generate sales and whether they take inbound or receive outbound calls they will find that if they apply the techniques in this session, their success rate will increase immensely.

#### **Objectives:**

- Structure your calls effectively and follow an effective method of developing sales.
- Use specific methods to improve communication over the phone including well-developed questioning.
- Present your product/service to the customer in a way that makes them want to buy.
- Overcome objections including getting past gatekeepers.
- Close a sale.

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## Anger Management

Anger is a completely normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems; problems at work, in your personal relationships, and in the overall quality of your life. It can also make you feel as though you're at the mercy of an unpredictable and powerful emotion.

This Anger Management training course has been developed to help participants understand and identify anger. You will learn the psychology of anger and explore and understand your own. It will also provide you with tools and techniques to safely manage your stress levels and avoid triggers that can cause feelings of anger.

### **Objectives:**

- Understand the physiology of anger and identify triggers.
- Use cognitive restructuring and self-talk to help manage anger.
- Develop better lifestyle choices.
- Practice relaxation techniques.
- Complete a thought record.

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## Anxiety at Work

Businesses are realising that it's time to create a climate where it's ok to be anxious - even in a professional organisation. Because as soon as this happens, the potential for improved performance and improved working relationships is immense.

This training course has been designed to assist with achieving an understanding of what anxiety is and how it might be handled whether as a sufferer, or as the manager or colleague of a sufferer. Its purpose is to help remove stigma whilst getting the best out of people and improving business performance.

### **Objectives:**

- Know what anxiety is and what it isn't.
- Be able to discuss the impact of anxiety on colleagues, on productivity and working life.
- Know the role of the manager, employer and colleague of an anxious person – and the role of the sufferer.
- Be able to draw sensible comparisons between anxiety and physical illnesses.
- Have produced a plan to define the action to address the stigma attached to anxiety with a view to improving business performance.

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## Assertiveness in Action

This session will provide guidance on how to become more assertive and build self-confidence, which in turn will help participants to achieve greater work effectiveness and productivity, whilst putting them in control of their daily activities and making them more able to overcome stressful work and life situations.

This training course will help develop the assertiveness skills.

### **Objectives:**

- Explain what assertiveness is and what it means for us and those around us.
- Appreciate that everyone has rights as an individual and that you can stand by those rights.
- Take a positive approach in communicating more effectively.
- Improve their self-esteem.
- Appreciate which words to use to get the most out of interactions with others.
- Follow a set process for approaching situations in an assertive manner.

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## Body Language Training

If we can learn to identify and appreciate non-verbal clues, we can begin to improve our communication as a whole. This use of body language skills could impact situations such as; sales visits, interviews, presentations and normal day to day interactions where body language plays a part. This body language training course is an interactive and enjoyable method of ensuring participants become aware of the importance of body language, how to read body language and thus improve communication.

### **Objectives:**

- Explain the important elements to consider when interpreting Body Language.
- Identify the messages being portrayed by their and others Body Language.
- Apply their understanding of Body Language to improve their communication style.

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## Brainstorming Techniques

Brainstorming is probably the most well known and most widely used method for bringing groups of people together to generate ideas about an issue or problem. This is because it is a good way to gather a lot of ideas very quickly. It is also a great way of bringing people together and helping to build them as a team. Just imagine the effect on the team and its morale if ideas that they generate are actually used. There is no doubt that people are more likely to buy-in to the ideas that they came up with themselves.

This highly interactive course will help participants to make the most of brainstorming sessions and also provides alternative techniques to enliven any session that is beginning to flag.

### **Objectives:**

- Facilitate or take part in brainstorming sessions in an effective way by following some simple guidelines.
- Build on the ideas of other participants whilst not critiquing these prematurely.
- Identify and use different brainstorming techniques that will have an effective approach for almost any situation.

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## Building Better Work Habits

This Building Better Work Habits training course has been developed for everyone in your organisation who may struggle with their own personal effectiveness. They may not have control of their own workload or blame others as to why they're not achieving certain tasks and projects. Alternatively, it might be that high performers want to understand how they can organise themselves in a new way to give themselves more stretch in their roles.

This training course will help the participants build self-awareness and will highlight the important parts of working smarter to achieve end goals.

### **Objectives:**

- Identify what being productive really means and explore some of the science behind productivity myths.
- Understand why we procrastinate and find new ways to banish this from our working day.
- Identify what big tasks we keep "putting off" and ensure we are clear about what we're doing and why we're doing it.
- Explore how we prioritise our day, balancing our own workload with company performance priorities.
- Challenge our mindsets – how open are we to growth or are we fixed in our views on how to achieve our goals?

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## **Building Relationships**

This training course will assist participants in building positive working relationships with their people. In business today we need to ensure that the people who work for us are motivated and willing to give 100 percent commitment. This will only happen if a good positive working relationship exists.

To effectively build relationships participants will benefit from analysing some of the difficult personalities they encounter and learn how to overcome the barriers that may exist. Participants will learn how assertiveness impacts on relationships and discover why trust is a crucial element and a foundation to any meaningful relationship.

Therefore, this training course is relevant to everyone who wants to ensure good working relationships exist in their workplace.

### **Objectives:**

- Identify how barriers to building relationships can be overcome by recognising attitude and behaviours in themselves and others.
- Explain the importance of trust in a relationship and identify methods of developing trust.
- Recognise the difference between assertive, aggressive and passive behaviours and how these impact on relationships.

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## **Bullying & Harassment**

Harassment and bullying behaviour in the workplace is unpleasant and offensive. It can affect an individual's professional performance and psychological welfare and can be so destructive that the effects continue after work, devastating personal lives as well as careers. Harassment and bullying can result in low morale, increased sickness absence or resignations.

If a complaint is made to an Industrial Relations Department, Human Resources Department or civil proceedings taken to court, an organisation may also suffer expensive litigation, adverse publicity and a loss of customers. It is in everyone's best interests to have a workplace free of harassment and bullying.

This training course sets out to answer the common questions, concerns and legal implications of bullying and harassment in the workplace. It looks at the issue of bullying and harassment from every point of view and help provide participants with useful advice in dealing with issues as the victim of harassment, the organisation or the accused.

### **Objectives:**

- Highlight the importance of an environment where everyone feels safe from bullying & harassment.
- Discuss how bullying & harassment is viewed in the eyes of the law.
- Identify different methods that are used to bully and harass.
- Understand your role in ensuring that bullying & harassment is eliminated.
- Demonstrate how to deal with cases of bullying & harassment more simply without the use of business jargon.
- Experience the importance of listening and understand the effect of being distracted in the company of others.
- Explore effective meeting management, to ensure you use your time productively.
- Understand what might get in the way of other people's business etiquette, and plan how we may support them in the future.

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## Business Etiquette

This Business Etiquette training course has been developed to help ensure the people in your organisation are aware of the importance of meeting common workplace standards. Participants may not be aware how certain behaviours affect others within the organisation, and indeed how that affects the business as a whole. Alternatively, it might be that your people need to have honest conversations with each other to ensure they work together collaboratively.

The session will help participants build self-awareness and will highlight the important parts of business etiquette and why it's such an important topic.

### ***Objectives:***

- Identify what we mean by business etiquette and understand why it is important in a business setting.
- Explore email etiquette, and how we can get the best out of writing more simply without the use of business jargon.
- Experience the importance of listening and understand the effect of being distracted in the company of others.
- Explore effective meeting management, to ensure you use your time productively.
- Understand what might get in the way of other people's business etiquette, and plan how we may support them in the future.

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## Business Networking

This networking skills training course will help participants build a professional reputation and develop a network of connections through the two key methods available to them; face-to-face and online.

They will discover how to effectively combine these two approaches and create a strategy for networking success that will generate their own community and actively grow their personal network. This will result in an improved performance in their approach to networking and consequently provide opportunities and prospects that will increase their business success.

The training provides them with the tools and techniques to both plan a successful, strategic approach to networking and develop their personal communication skills, which will ensure they build effective business relationships.

### **Objectives:**

- Develop a successful networking strategy.
- Maximise their effectiveness with face-to-face and online networking opportunities.
- Improve their approach, attitude and behaviours when networking.
- Create a plan for networking that will help them meet their goals.

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## Business Presentations

This business presentations training course will provide participants with the skills and knowledge required to deliver effective and persuasive business presentations that get results. It will help the participants present in a style that changes the way people think about the topics they present to them while leaving the audience with key actions to take away.

Participants will be guided on how to prepare and deliver the message with impact and given the tools and techniques to ensure that their audience feel engaged and influenced by their delivery.

### **Objectives:**

- Design and deliver a persuasive presentation that gets results.  
Benchmark and structure their own presentations with real examples and tips.
- Explain how audiences listen and respond to presentations.
- Follow prompts that help them reflect, evaluate and learn from experience.

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## Coaching at Work

Coaching has become a critical element of team development and yet it is rarely understood and often implemented poorly. This training course will provide participants with a core understanding of the methods of coaching and give them core skills that will enable them to practically carry out coaching in the workplace.

It moves away from the viewpoint that coaching must be process driven and bureaucratic and will help participants appreciate that coaching is an everyday occurrence that, when performed correctly, can be enlightening and fun.

### **Objectives:**

- Explain the principles of coaching, what is, what it isn't and how it works in practical terms.
- Describe the best time to use coaching in order to ensure it is at its most effective.
- Practically apply coaching methods that get results in their work environment.
- Utilise positive questioning and listening techniques that can be applied to coaching scenarios to get the best out of others ability.

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## Coaching Essentials

Coaching has become a key skill in the modern workplace and its use has become widespread. Used by managers, leaders or even in a role specifically dedicated to the task, coaches have become one of the foundations of any successful business.

This training course focuses on the essential elements of coaching and will give participants a strong grounding in the best practice requirements of coaching and ensure they are capable at applying this critical development intervention. The course is required training for anyone involved in the coaching process.

### **Objectives:**

- Identify development needs and implement appropriate solutions.
- Establish how people learn and what this means when coaching.
- Recognise and remove the obstacles to successful coaching.
- Use a model to plan, prepare, and structure a coaching session.
- Give feedback for performance improvement.

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## Coaching Skills for Managers

When the pressure is on to meet targets and managers are rushed off their feet, coaching is usually the first task to get dropped. Yet coaching is essential to building successful teams.

Coaching can even be seen as fluffy and unnecessary by 'old school' managers. Even if your management team understands the importance of nurturing the best out of their team, coaching can often be done in an unstructured and ineffective manner.

Well, not anymore. With this training course you'll receive all the tools you need to deliver an engaging and effective Coaching session with your employee/s.

### **Objectives:**

- Define what coaching is and explain its role in the workplace.
- Explain the managers role in the coaching process.
- Know when they have created a positive coaching environment.
- Follow a specific procedure for coaching success.
- Use the GROW model to provide successful coaching conversations.
- Use coaching communication skills to good effect.
- Identify coaching opportunities and appreciate which style to use.

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## Coaching with NLP

NLP (Neuro-Linguistic Programming) is known as the art and science of personal excellence. It is based on the practical skills that are used by all good communicators to obtain excellent results. These skills are invaluable for personal and professional development and by using NLP in coaching we can encourage faster results that stick.

This session will provide participants with the skills necessary to improve their performance as a coach, whilst giving them a sound understanding of how to get the best out of people through the use of well-established NLP techniques.

### **Objectives:**

- Define what NLP Coaching is and how it relates to values and beliefs.
- Help a Coachee develop well-formed outcomes that work.
- Follow core techniques and tools for NLP success in coaching.
- Construct and run an effective NLP Coaching Session.

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## Commerciality – Business Planning

This Business Planning training course has been designed to help participants develop their business by looking at the issue of commerciality. The key drivers of commerciality are customers, the competition and stakeholders. How they interpret these demands and respond to their needs on an ongoing basis will determine the sustainability of their business.

### **Objectives:**

- Explain the “vision” for their business and what they want to achieve.
- Define Commerciality and why it is important.
- Explain the four ways their business can grow.
- Develop specific strategies for their business and know how to exploit them.
- Develop a SWOT analysis and key actions to drive their business forward.
- Explain the customer experience transition and why this creates the need for continuous improvement.
- Implement a process for innovative thinking.

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## Communicating Difficult Messages

This ‘Communicating Difficult Messages’ training course has been developed in order to help participants improve their abilities in communicating difficult messages. It will help them to identify the best method of relaying information taking into account the message and the individuals involved and enable them to improve their communication skills through practical application.

There is also a focus on helping participants to handle the communication of difficult messages to sometimes-difficult individuals. The key aim is to ensure participants have the confidence, knowledge and skills to effectively communicate to their teams.

### **Objectives:**

- Identify the best method of communicating for the topic.
- Prepare and structure effectively in order to communicate a difficult message.
- Use techniques to overcome personal barriers to communicating difficult messages.
- Manage awkward behaviours and difficult personalities.
- Facilitate effective communication sessions.

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## Communicating with Customers

This training course on Communicating with Customers, highlights the important aspects of our customer relationships and provide participants with the skills and knowledge to foster positive interactions with every customer they come into contact with.

The Communicating with Customers training course will help develop anyone that comes into contact with customers. Whether that is via the telephone or on a face to face basis.

### **Objectives:**

- Understand their customers and their needs.
- Follow a clear process for communicating with customers.
- Use Questioning and Listening skills effectively with customers.
- Effectively manage difficult situations with customers.

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## Complaint Handling

Complaints are a common factor for all businesses. Customers will always demand good value and equally effective service. Complaints can make or break an organisation, particularly now that the internet provides such an easy forum for customers to air their grievances. We need to ensure that our people are skilled in handling complaints. Not only will this help to solve problems as they arise but will also help to improve their business as a whole.

Customers are the key element of any thriving organisation and if you don't keep them satisfied, they will simply go elsewhere for the products and services you provide. It's a simple fact, but one that is so often overlooked by organisations and the people who work for them.

This customer service training course will provide participants with the skills, knowledge and awareness necessary to display a positive approach when communicating with customers.

### **Objectives:**

- Explain why good complaint handling is important to the business.
- Handle complaints effectively and consistently using the AURA (Analyse, Understand, Respond, Act) approach.
- Handle hostile complaints calmly and professionally.
- Turn around customer complaints and dissatisfaction.

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## Conflict Handling

Conflict can be hugely damaging to the success of your organisation. At a high level, disputes can literally tear a company in two. But anywhere conflict arises, it creates a tense and unproductive work environment.

There is a way to approach conflict in which we can reach a win/win and collaborate to a successful conclusion for all involved. This session will focus on bringing about an end to participant's conflict situations quickly, cost- effectively and with as little discomfort as possible.

This training course will provide participants with the skills, knowledge and awareness necessary to display a positive approach to conflict handling.

### **Objectives:**

- Define conflict and how to identify it.
- Explain positions and interests and why conflict is so hard to resolve.
- Identify the stages of conflict and the five methods of dealing with it.
- Follow set approaches to handling conflict.

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## Creative Thinking

The traditional office life doesn't always leave a lot of space for creativity – we have deadlines, projects and meetings all vying for our attention. It sometimes feels easier to do what we've always done to ensure we are hitting those KPIs or targets. However, if we can apply creative thinking to our work, we can unlock more meaningful, efficient and exciting results which can alleviate stress personally, whilst positively impacting the bottomline for the company.

With this in mind, this training course has been designed to equip participants with the techniques to solve problems creatively in the complex, hectic reality of everyday life.

### **Objectives:**

- Identify what being creative means, and explore the differences between divergent and convergent thinking.
- Understand how our brains work, and explore the best "brain state" for creativity.
- Explore the concept of "rivers of thinking" and how small changes can aid the unblocking of creative barriers.
- Discover how playing different roles can improve divergent thinking and creativity.
- Look at ways they can ensure a growth mindset whilst they tackle creative problems.

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## Critical Thinking

This 'Introduction to Critical Thinking' training course has been developed for everyone in your organisation who may need time to stop, take stock and develop more rational, critical thought before jumping into tasks and projects. They may only rely on gut instinct or be affected by assumptions in the workplace. Alternatively, it will help others who already have some critical thinking skills but may need to develop new tools to make them even stronger.

This course will build self-awareness and will highlight the important parts of critical thinking and why we need it.

### **Objectives:**

- Identify what critical thinking is and explore the characteristics of what makes great critical thinkers.
- Explore what gets in our way of critical thinking and what we can do to stop this.
- Describe different assumptions and biases that we make that cloud our judgements.
- Demonstrate breaking down and clarifying a vision for the purposes of critical thinking.

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## Crisis Management

A good crisis management process will help identify threats to an organisation, its stakeholders and customers as well as providing structure to deal with a crisis when it does occur. Managing a crisis effectively will help ensure that any damage to an organisation is limited and that in post crisis, the business can develop and grow.

This crisis management training course was designed for anyone that might have to deal with or be prepared for a crisis within their organisation. This could mean members of the crisis management team or simply managers within the organisation that should have a strong awareness of the process and requirements for dealing with a crisis.

### **Objectives:**

- Plan, anticipate and avoid crisis where possible.
- Manage the reputation of your organisation when crisis occurs.
- Respond appropriately to crisis.
- Address issues of online reputation.
- Develop tools that will help support your crisis management plan.

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## Customer Care on the Telephone

This customer care training course will help develop the customer service skills of any telephone based team and ensure you deliver a successful customer care service to your customers. Customer service is vital to a company's reputation. It's not just a question of reacting to customers, it's about understanding and defining what they really want – even when they're not sure themselves. This customer care training has many applications and can be used to develop skills for any scenario where people need to speak to customers on the telephone.

### **Objectives:**

- Explain the importance of being customer-centred.
- Understand the needs of customers and how to meet them.
- Build and maintain rapport with customers.
- Reframe negative statements into positives.
- Follow three steps to meet customer needs.
- Explain why complaints occur and identify methods of dealing with them.

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## Customer Excellence

This Customer Excellence training course has been designed to enhance your organisation's customer service offering and focuses on tangible actions that participants can take back to the workplace and implement quickly and easily. The methods contained within this course are easy to work with no matter what type of organisation participants work for, or their level within it. It's about going from good to great.

The main aim of this course is to provide participants with lots of ideas and actions based on their own job role that they can easily take back to the workplace and implement immediately, in order to improve the experience of customers.

### **Objectives:**

- Clearly identify the do's and don'ts of customer service and measure themselves against them.
- Describe the important part that being customer-focused plays in ensuring the success of their organisation.
- Build their customer brand, fill gaps in service and develop methods of creating a great customer experience.
- Follow clear techniques to help manage difficult customer issues effectively and even clearer techniques for avoiding them in the first place.

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## Dealing with Challenging People

By nature, humans are social beings. However, it is only natural that we sometimes struggle to get along with everyone around us, especially in the workplace. What we tend to forget is that we are assigned work colleagues – we don't ordinarily have the opportunity to choose them as we can in our personal life. Thus, we have to find ways of working together.

This training course has been designed to give participants the skills to work with those people that may be considered a "challenging person". The skills are mainly aimed at workplace relationships, but they will have the added advantage of helping with personal experiences. The participants will also be given the opportunity to look in the mirror; is that person REALLY challenging, or is their mindset closed to the possibilities of what the person has to offer. How is their behaviour exacerbating a potentially toxic relationship cycle?

### **Objectives:**

- Understand how different biases will colour our judgement of people.
- Explore the elements of trust and explore how we can build this.
- Demonstrate the skill of empathy and explain why it is important.
- Identify what happens when we are in conflict with others, and how we can ensure both parties win.
- Use techniques to keep balanced when overwhelmed by a challenging situation.

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## Dealing with Phone Rage

The majority of calls that are taken by call centres, helpdesks and businesses in general will pass without incident. However, there are occasions when a call may become difficult and it may be necessary to deal with a caller that has become angry for whatever reason.

In these situations, it is important to utilise skills that will help defuse the emotion from the call and eventually move it towards resolution. When badly handled, anger can turn into rage with devastating consequences.

This training course will help participants to review the reasons why callers may become difficult and provide practical methods of overcoming these challenging telephone scenarios in a professional and courteous way.

### **Objectives:**

- Explain the typical triggers of phone rage.
- Follow a set process for dealing with phone rage.
- Deal with phone rage in an efficient and effective way.
- Highlight the benefits of dealing with phone rage.

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## Dealing with Redundancy

This training course has been designed to first address the emotional impact of redundancy on the individual before moving on to introduce a planning and problem solving model for easy application by any participant. With these foundations in place, the practicalities of job searching, applications, CV's and interviews are tackled before the training course concludes with some motivational and supportive guidance and useful references.

### **Objectives:**

- Identify reactions and emotions to news of redundancy and apply basic coping mechanisms.
- Put together a plan to take you to the next stage of your work life.
- Know how and where to job search.
- Know how to apply a simple problem solving technique.
- Identify the required components of a CV and an application form.
- Know interview 'best practice'.
- Explain the role of networking in returning to work.
- Consider a range of options as an alternative to getting another job.

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## Decision Making

Decision making is regarded as a combination of thought processes that result in the selection of one course of action from several possible alternatives. Some decisions are so routine that you make them without even thinking about it. But difficult or challenging decisions demand more attention, consideration, and a more formalised approach. There are processes, tools, and techniques that can be used to improve your decision making process.

This decision making training course will help participants to define decisions, explore alternatives, and give them the skills needed to make decisions competently and confidently.

### **Objectives:**

- Explore decision types and their difference from outcomes.
- Evaluate decision making alternatives.
- Understand how to make decisions as a team.
- Overcome decision making traps.
- Review decisions as part of self-development.

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## Developing Resilience

Resilience is the ability to cope with the challenges, problems and set-backs we face in life, and to become stronger because of them. It relies on different skills and draws on various sources of help, including rational thinking skills, physical and emotional health, and an individual's relationship with those around them.

Developing resilience means overcoming and developing from workplace setbacks. It allows an individual to focus on their own wellbeing by taking a positive mindset and avoiding getting overwhelmed by issues when they arise. The aim is to be able to bounce back from adversity and accept the challenges that the workplace can bring. We all have the ability to develop personal resilience and this training course aims to help participants tap into the skills required.

### **Objectives:**

- Define resilience and explain its importance.
- Differentiate between positive and negative thinking.
- Challenge the way they think.
- Use tools that help them build resilience.
- Develop key Emotional Intelligence skills.
- Help others to build resilience.

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## Discipline in the Workplace

Discipline in the workplace has a pivotal role to play in any organisation. Used correctly and fairly, where appropriate, discipline can ensure that employers, customers, suppliers and employees are protected from any misconduct that may occur within the workplace.

This training course sets out to look at how to identify where disciplinary procedures and rules help with employee relations and promote fairness and consistency in the treatment of individuals. They will provide clear guidance on the procedures that should be followed, whilst ensuring participants understand best practice and how to resolve issues early and effectively to minimise the impact poor discipline can have on a business.

### **Objectives:**

- Recognise the key principles of the Labour Relations Act – Code of Good Practice.
- Distinguish the importance of setting and maintaining standards.
- Explain when and why to use the informal and formal disciplinary processes.
- Identify the significance of preparing for disciplinary interviews, along with guidelines for note taking during the interview.
- Establish how to formulate your conclusion notes following the interview to ensure an equitable outcome.
- Recognise the employees' rights to appeal process.

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## Diversity

Diversity is about difference. Essentially, a valuing diversity approach focuses on the positive aspects of the differences between people. It recognises that the different backgrounds, values, attitudes, skills and experiences that people have means that they bring a unique perspective to work issues.

This training course covers the sensitive issue of diversity and is intended for all employees. This training is suitable for any organisation that understands the importance and benefits of having a diverse workforce. The training will break down the various elements of the legal framework, what is diversity, bullying & harassment, the managers role in protecting individuals and dealing with incidents timely and effectively.

### **Objectives:**

- Promote a culture which, values peoples' difference, and which challenges any threat to an individual's dignity and well-being.
- Define diversity, bullying and harassment and understand the effect on victims of such behaviour.
- State their role in challenging inappropriate behaviour and the impact they can have on changing the culture.

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## Effective Communication Skills

Being able to communicate effectively is a cornerstone to building positive working relationships; it will enable you to build rapport, develop relationships and feel comfortable and confident around others. People who can communicate effectively are great at getting others to open up and discuss feelings and emotions. They are able to respond appropriately during difficult conversations and feel less pressure when communicating with superiors and peers.

Perhaps you're looking to improve the performance of a team that lacks communication skills and is unable to work together effectively. Or you want to include communication training as part of management and supervisor development. Whatever your need, Eden Learning Innovations provides you with a comprehensive communication skills training course to make your life easy.

### **Objectives:**

- Communicate clearly and get their message across.
- Encourage others to open up and speak freely with them.
- Communicate confidently with people at all levels.
- Cope with difficult communication situations.

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## Effective Customer Care

Positive customer relationships are crucial to survival in today's competitive marketplace. In fact, the quality of your customer care can sometimes be the only difference between you and your competitors.

Customer care is not just about dealing with upset customers. It's about creating a positive experience whenever dealing with them. But with customers now less tolerant and more demanding, it's a huge challenge for us to meet these demands.

Participants will learn how to create a stable and rewarding experience that makes customers want to return time and time again.

### **Objectives:**

- Be able to explain the importance of customer care for both them and the customer.
- Consider how they are perceived by their customers and have a plan of action to improve this.
- Be able to explain the difference between Transactional and Relational customers and how to meet their needs.
- Be able to spot the GAP's in service and change them.
- Have a written set of values that everyone will follow.

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## Effective Sales Planning

This training course, on effective sales planning, would suit participants that work in a sales environment and are required to make sales calls and manage their own time. It can be used as a stand-alone session or as part of a modular programme.

### **Objectives:**

- Be able to explain the importance of planning a sales call.
- Use a set agenda for making sales calls.
- Be able to question customers effectively and gather the correct information at the point of enquiry.
- Recognise the difference between the tasks they carry out that generate sales and those that are time wasters.
- Have developed solutions to time wasting issues and developed a plan to provide time to focus on generating more sales.

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## Emotional Intelligence at Work

With greater self-awareness of their emotions and the ability to empathise and understand other people's emotional state, your team will perform better in the workplace. In other words, being emotionally intelligent makes a real difference to performance and, therefore, profit.

Emotional intelligence training is not just a desirable 'soft skill'. In fact, research indicates that emotional intelligence can be a better indicator of workplace performance than IQ. It gives you very real and concrete benefits and should be an essential element of any staff development programme.

This training course sets out to provide participants with the fundamental knowledge required to develop their awareness of EI and in doing so, help them to perform more effectively.

### **Objectives:**

- Be aware of emotions and the impact they have on their performance.
- Recognise and understand emotions in others and how to adapt their behaviour to suit.
- Regulate their emotions and so enhance performance.
- Handle and inspire emotion in others.

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## Employee Engagement

Employee engagement is a necessary strategy for companies that want to succeed in the marketplace. Employee engagement is not an HR initiative that managers are reminded to do once a year. It is a key strategic driver of employee performance, accomplishment, and continuous improvement all year long. It is the outcome of how your organisation interacts with people to drive business results.

This training course aims to help highlight the requirements that managers and leaders have to help improve the engagement of employees, while giving them key tools and supporting content to ensure they are prepared to deliver on employee engagement within the organisation.

### **Objectives:**

- Define and recognise employee engagement.
- Design jobs to motivate and engage.
- Create an engaging work environment.
- Retain your talent.
- Use employee engagement strategies.
- Prevent disengagement.

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## Essential Management Skills

The nature of management is to motivate and coordinate others to cope with diverse and far-reaching challenges. Managers set up the conditions that help other people perform well. In the past, many managers exercised tight control over employees. But the field of management is undergoing a revolution that asks managers to do more with less, to engage whole employees, to see change rather than stability as natural, and to inspire vision.

This management skills training course will provide managers with the tools and techniques to perform effectively in the modern business world. Helping them to inspire their team and set engaging targets to increase their chances of ensuring success.

### **Objectives:**

- Use a framework for effective management.
- Set goals, objectives, strategy and KPIs.
- Prioritise and organise your work effectively.
- Create employee engagement.
- Motivate and monitor your staff.

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## Event Management

The event industry includes events of all sizes from the Olympics down to business breakfast meetings. Event management involves the application of some project management skills and tools for the effective planning, development, and management of events such as conferences, conventions, exhibitions, meetings and trade shows.

Successful event management is a continuous process and should be adaptable and flexible. Great events are usually based on a strong concept and purpose and require a diligent and focused approach. This training course aims to provide participants with the tools they need to ensure the key requirements of successful events are covered.

### **Objectives:**

- Define an event concept and set objectives based on this.
- Write an Event Plan – Allocate roles and identify needs.
- Use financial planning and scheduling tools.
- Market your event.
- Identify risk, and select risk management strategies.

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## Executive Presence

This Executive Presence training course has been developed for everyone in your organisation who might be great at their jobs but are missing opportunities because they are not able to represent themselves effectively. They might be lacking in confidence and unable to assert themselves, or, they may be too forward and come across as aggressive without showing empathy to people within their teams or projects. This training course will help build their self-awareness and shine a spotlight on how they can develop an authentic personal brand which will help them succeed in the future.

### **Objectives:**

- Breakdown the three main attributes of executive presence and what they actually mean.
- Define your own personal brand, and explore how this will enhance your executive presence.
- Explore your confidence and emotional intelligence by using different states to build your gravitas effectively.
- Demonstrate different communication styles, and find out what your default mode is (and why).
- Understand how to assertively speak when a perceived negative message needs to be shared.
- Create a vision for your teams, understanding the importance and purpose of this.

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## Facilitation Skills (Not Train the Trainer)

This facilitation skills training course will help participants facilitate effectively. It will focus on helping them understand the role of a facilitator and the practical elements of performing the role as well as providing techniques that will assist them in controlling their emotions. They'll be able to identify group dynamics, characteristics of the individuals within the groups and understand how best to deal with difficult situations that arise.

Learning is embedded using practical sessions which will put into practice tools and techniques learnt during the course.

### **Objectives:**

- Explain what facilitation is and in what situations supporting and challenging should be used.
- Identify group dynamics and recognise what intervention is needed depending on the situation and the individuals within the group.
- Put into practice, tools and techniques learnt during the course to enable successful facilitation.

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## Finance for Non-Financial Managers

The Finance for Non-Financial Managers training course is for the modern manager, that is looking to gain an understanding of the financial implications of their day to day decisions, and the impact these may have on their business.

It is also important that managers have a solid grasp of basic financial awareness in order to agree and manage budgets effectively and appreciate core finance principles.

The training course will help participants to understand financial concepts and the terminology used. The course will also enable them to translate financial reports, write and understand budgets and use the information to help improve their success as a manager.

### **Objectives:**

- Explain their impact on organisational finances and interpret key facts.
- Understand financial terms and confidently discuss issues that affect company finance.
- Interpret the three key financial statements – Profit & Loss, Balance Sheets and Cash Flow.
- Plan, Implement and Monitor a Budget.

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## GDPR – Data Protection

One of the aims of GDPR is to provide standardised data protection laws across the EU. The intention is to make it easier for individuals, who operate within the EU, to understand how their data is being used and to be able to raise complaints if necessary. Data users handle our personal data and we will be looking at how these regulations might affect the jobs we do.

There are consequences for failing to comply with the regulations. Organisations can face unlimited fines and individuals can even be sent to prison. So, it is really important that we make sure that we always deal with people's data in the right way.

### **Objectives:**

- Outline the data protection principles outlined in the GDPR and apply these principles as appropriate.
- Identify 'personal data' and 'special categories of personal data' and their processing conditions.
- Outline the rights of individual data subjects found in the GDPR.

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## Good, Bad & Ugly Customer Service

With many products, services and prices being very similar the only way to set ourselves apart may be with service we offer. If this is true, we need to make sure that we are setting ourselves apart in the right way and building a reputation that will keep customers returning time and time again.

In this customer service training course participants draw on their experiences to help them understand customer expectations before matching these to the service values of the organisation. This then enables them to consider the service they are currently delivering and to find ways to improve on this.

### **Objectives:**

- Draw on their own experiences identify key customer expectations.
- Link customer expectations with the customer service values of your Organization.
- Identify action they can take individually to ensure that the service they provide to customers is even better than it already is.
- Identify possible action the organisation can take to ensure that customer service is even better than it already is.

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## Great Leadership

This leadership skills training course will benefit participants that need to enhance or develop their leadership skills. This will suit people who are relatively new to leadership or are in need of a fresh perspective to their leadership role.

Modern leadership is about having the skills to unlock the power and potential of those around you. It's about bringing people together to achieve great results. This leadership skills training course gives you all the tools and expert knowledge to run a professional and effective workshop on leadership.

### ***Objectives:***

- Clearly define the core requirements of Personal, Team and Task Leadership.
- Increase their self-awareness and develop a positive approach to leadership.
- Utilise clear methods of getting the best out of their team and those around them.
- Implement working practices that will assist them in becoming a great leader.

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## High Performing Teams

It's not easy to develop high performing teams where everyone works together and towards the same goals. If you want to harness the different skills and attributes of the people within your organisation, it's important to focus on helping leaders to understand what makes a team tick and to put the effort into actions that make a real difference. No team is the same, but the things that help make them perform better and become a success have been explored in-depth, giving us the opportunity to focus on the key things that will help make a difference.

This 'high performing teams' training course will give participants the knowledge and skills required to develop and nurture their team, ensuring they are better able to meet the challenges of your organisation and to meet business goals. The training would be suitable for managers, leaders, supervisors and anyone else that needs to work with a team.

### **Objectives:**

- Describe what high performance looks like.
- Appreciate the strengths and weaknesses of team members.
- Measure team performance.
- Manage conflict in the team.
- Build effective relationships.

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## Induction Training Design

This Induction Training Design course will provide participants with everything they need to know to design an effective induction programme – whatever the requirements of their employer and whatever their role in the induction process. It makes extensive use of exercises, activities, discussion and sample documents to enable participants to practice in a safe environment and get feedback from their fellow participants and the trainer.

This is a challenging and rewarding course offering participants access to a mine of useful information, tips and ideas and providing the opportunity to get involved with some preliminary design work for instant peer feedback.

### **Objectives:**

- Know what induction is.
- Be able to explain the reasons for having an induction programme in their organisation.
- Recognise the factors that make induction suitable for an organisation.
- Be able to design an induction programme that incorporates:
  - an appropriate selection of components and activities
  - the key principles and minimum criteria of induction
  - an induction plan and checklist

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## Influencing Skills

The purpose of this influencing skills training course is to help participants focus on understanding, developing and adapting influencing styles to best suit individual situations. The course focuses on looking at participant behaviours and influencing style, how to adapt this to different situations and how they can approach situations where people have different styles and different levels of commitment.

The skills and models discussed in this influencing skills training course will help participants with managing workload and performance, developing those around them, influencing people other than their own team and influencing people more senior than them.

### **Objectives:**

- State the fundamental principles of influencing other people individually or in groups.
- Describe the role of power with regards to influencing.
- Identify their preferred influencing style and the impact this has on others.
- Identify Barriers and Enablers to Influencing.
- Describe and demonstrate their influencing skills via group exercise.

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## Informal Resolution

Informal resolution is the process of a leader or manager having an informal discussion with an employee in order to informally resolve a performance issue before it evolves into something more serious. It comes from the principle that performance issues are most effectively resolved as early as possible.

The process generally involves a manager discussing an issue with the individual or people concerned, looking for a mutually agreeable solution that will ensure the negative performance issues are reduced or removed in future. Sometimes informal resolution is used to begin more formal procedures and is seen as a way of setting an outline of the required behaviours of the individual.

This training course aims to give participants the confidence to address issues informally and the skills to do it effectively.

### **Objectives:**

- Identify opportunities for informal resolution.
- Establish the consequences of not taking appropriate action.
- Resolve poor behaviour informally when appropriate.
- Take specific actions to the workplace and record improvements.

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## **Instructional Design**

### **(Recommendation to be combined with Train the Trainer)**

Instructional design is based on the idea that training is most effective when it provides participants with a clear statement of what they must be able to do as a result of training and how their performance will be evaluated. During the instructional design process, designers should be aware of the overall business context, including how the learning need relates to the overall business strategy, as well as the goals and objectives of key stakeholders.

This training course provides everything required to help the instructional designers in your organisation develop the skills and knowledge needed to build effective learning and development interventions that get results.

#### **Objectives:**

- Describe the link between business strategy and learning initiatives.
- Describe the modes of learning.
- Select the most effective approach to instructional design.
- Write learning objectives.
- Create a lesson plan.
- Select the most effective delivery and evaluation methods.

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## **Interpersonal Skills**

How we interact and communicate with others is essential in determining how healthy our relationships will be, at work and socially. Building our interpersonal skills can, undoubtedly, improve our relationships. In the workplace, having good 'people skills' is seen as a cornerstone of business success.

This 'Interpersonal Skills' training course will help develop participants ability to adapt their behaviour and approach based on the situation and the response that they get. They'll learn how their behaviour affects others when they communicate and how best to overcome barriers to effective communication.

#### **Objectives:**

- Describe interpersonal skills and behaviour cycles.
- Apply the concepts of transactional analysis.
- Use language patterns to show positivity.
- Build rapport to help build positive relationships.
- Use the principles of persuasion to influence others.

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## Interview Skills

The selection of new employees can be a long drawn out and expensive process. This means that we must do everything we can to ensure that when we do make a decision, we choose the right person. Having gone to all the trouble of working through a selection process there is nothing worse than taking on a new employee who turns out to be unsuitable.

A robust selection process will minimise the risk of this happening and, of course, effective interviewing needs to be part of that. If you handle selection interviewing in a logical, structured and professional way the risk of choosing the wrong person is much smaller.

This interview skills training course will help your participants to develop their selection interviewing techniques by making use of our effective PRICE structure and Question Plan. They will also develop many of the skills and techniques that will help them to use the structure effectively.

The course concentrates on competence based interviewing skills, which is sometimes described as behavioural, situational or job related interviewing.

### **Objectives:**

- Take a logical approach to selection interviewing using the PRICE structure and Question Plan.
- Prepare effectively for selection interviews.
- Build and maintain appropriate rapport with candidates.
- Conduct selection interviews effectively and professionally.
- Manage the expectations of candidates when closing selection interviews.
- Evaluate the interview to help select the best possible candidate.

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## Leading Effective Teams

Having an effective team around you is crucial. However, it is an area that is often left to chance, which can lead to de-motivated individuals that do not feel part of the business and consequently do not perform. This course looks at what it takes to lead an effective team and how you can get the best out of the people in it, by understanding the role of leader, both personally and from the point of view of the team.

This training course, based on leading teams, will help you to develop anyone that leads a team or is involved in a leadership role. It is also useful for those that are about to embark on a position of leadership or need to develop their leadership skills.

### ***Objectives:***

- Explain the qualities of an effective leader.
- Benchmark themselves against those qualities and develop actions to improve.
- Explain the difference between leading and managing.
- Explain the value of sharing the business vision with the team.
- Develop team goals based on the business vision.
- Motivate their staff by understanding their drivers and developing actions to support them.
- Deal with difficult staff members.
- Challenge staff in a meaningful and effective way.
- Coach staff effectively using a simple process.

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## Leading Meetings

Meetings do not always enjoy a particularly good reputation. In many organisations they are notorious timewasters and are often unproductive. The person leading the meeting can influence that reputation and ensure that meetings are productive and rewarding for the participants. This training course is aimed at developing the skills of those people in your organisation that need to lead meetings.

### ***Objectives:***

- Consider whether a meeting is always the most appropriate means of communication.
- Provide focus for their meetings through the use of effective objectives and agendas.
- Control their meetings to ensure they are effective.
- Ensure that agreed actions are assigned and recorded.
- Close their meetings effectively.

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## Leading Through Uncertainty

The world is changing at an exponential rate, more than we've experienced in our lifetimes. Following the impact of a global pandemic, we are all experiencing brand new ways of working in a volatile and ever-changing environment. We have had to shift to managing our people from a distance, whilst ensuring we can help support the wellbeing of our teams at the same time. This creates new tensions and dynamics in the way we lead, and certainly won't be the last periods of change we will experience.

The purpose of this 'Leading through Uncertainty' workshop is to give you the tools to lead your people effectively through this, and any periods of uncertainty. We will look at how to motivate and support your people, whilst also ensuring your own resilience to allow you to thrive during challenging and uncertain times.

### **Objectives:**

- Understand what happens to our brains when faced with uncertainty, as well as the emotions we may feel during periods of transition.
- Explore how our own personal resilience needs to come first to effectively help others, and what we can do to help us thrive.
- Plan how we can bring clarity, no matter how small, into uncertain situations.
- Identify ways we can set direction in periods of uncertainty.
- Understand what affects our people's mental well-being, and how we can help support their human needs.
- Build trust based and supportive relationships with your people.

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## Listening Skills

The ability to communicate effectively is essential in business. However, our ability to communicate well is seriously undermined if this is not underpinned by good listening skills. This half day session can be used as a stand-alone programme or can be used within a wider programme where listening skills are important. It provides participants with basic but effective techniques to ensure that they listen effectively on a consistent basis.

### **Objectives:**

- Explain why listening skills are important.
- Identify key reasons why we can fail to listen effectively.
- Adopt simple techniques they can always use to ensure that they listen effectively.

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## Managing a Virtual Team

Managing Virtual Teams has become a hot topic over the last few years. People are now much more likely to work from home, from their car, at alternative locations, or even on the other side of the world, which means managers might rarely see them.

Consequently, managers that are asked to lead these virtual teams not only face the usual leadership dilemmas, they also have to be able to adapt to these challenges in an environment where the rules have changed.

This 'Managing a Virtual Team' training course will provide participants with the tools and techniques to overcome the challenges of a virtual manager. They will be provided with practical tips to help them lead effectively, communicate successfully and consequently increase the performance of their virtual or remote team.

### ***Objectives:***

- Understand and develop the skills required to effectively manage a virtual team.
- Build engagement and trust with members of their virtual team.
- Effectively use technology and tools to support communication within the team.
- Improve their communication and feedback approach with their virtual team.
- Track progress and performance management of team members to achieve success.

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## Managing Difficult Behaviours

The modern work environment places many demands on the Manager, not least, the need to treat 'difficult' employees with the same care and respect afforded to those who are less demanding. Recognising and understanding the cause or causes of this behaviour, and the Manager's self-awareness of their own behaviour and its impact, are vital in the fight to create a working environment where everyone is treated equally and are afforded the same opportunities.

This 'Managing Difficult Behaviours' training course will provide participants with both the knowledge to appreciate the reasoning behind what we might consider difficult behaviour as well as the communication tools to manage and overcome difficult behaviours in the workplace.

### **Objectives:**

- Identify the root causes of tension in the workplace.
- Recognise common triggers and inhibitors of behaviour.
- Appreciate the Stimulus-Response model and how to adapt to it.
- Explain the attitude and behaviour cycle and relate it to your own experience.
- Understand and apply behaviours for defusing/calming situations.

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## Managing Emails

A recent report from Henley Management College (UK) suggests that a third of all e-mail is not necessary. It has also been suggested that managers spend an average of 2 hours per day dealing with e-mail. If this is true, a lot of this is wasted time.

This training course is aimed at anyone who receives a lot of e-mail and is designed to help them manage this so that they can make effective use of their time.

### **Objectives:**

- Control when they read their e-mail so that it is not a constant source of interruption.
- Manage their incoming e-mail so that they spend the minimum amount of time required to deal with it effectively.
- Take action to reduce the number of unnecessary e-mails they receive.

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## Managing Generations

We are entering a new age of work - never before have we had such a crossgenerational workforce. This is due to many things such as retirement ages being pushed back because we are living longer. There's also better access to education, which means we have more school leavers and graduates entering organisations and wanting to climb the career ladder as quickly as they possibly can.

Because of these factors, the chances are you are managing a wide range of ages and experiences which need different leadership styles.

This interactive and engaging course has been designed to help you manage a cross generational team with confidence and ease. They review the myths and facts for each generation (and what that means for managers) as well as exploring how the participants can make sure they get the very best out of cross generational teams.

### **Objectives:**

At the end of this course, participants will be able to:

- Articulate the different generations in the workplace, and differentiate what is a myth about that generation, and what is a fact.
- Explore generational tension, and how different cognitive biases come into play.
- Understand how life stages may impact different generations, in particular around priorities for different age groups as well as technological advances.
- Demonstrate ways of working cross generationally to get the best out of people.
- Identify the skills and tactics for managing team members that might have more experience than them.

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## Managing Performance

Anyone in a position of managing or leading others will benefit from the message delivered by this managing performance training course.

This training course sets out to help participants manage the performance of their workforce through common sense techniques that focus on the effective use of communication and goal setting to improve productivity and increase morale and motivation.

The session will steer away from the procedural, form-filling approach to performance management/appraisals and instead focus on the skills required to effectively co-operate with team members, develop their skills and ensure they feel incentivised to succeed.

With the techniques outlined in this course participants will feel empowered to enhance the performance of their team and begin to collaborate with them to improve their behaviours and ability in their role.

### **Objectives:**

- Manage performance by setting clearly aligned goals that are documented.
- Identify causes of poor performance whilst working with employees to improve and develop.
- Recognise and communicate success, focusing on behaviour and results.
- Co-operate with employees in order to increase productivity, morale and motivation.

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## Managing Upwards

Most of us face one great challenge at work i.e. balancing our own priorities with those of our manager. Understanding what is important to our manager and knowing how they prefer to work and communicate, allows us to work more effectively and provide a greater number of opportunities.

This 'Managing Upwards' course will provide participants with the tools and techniques required to effectively work with their managers. The content will help them adapt their own approach to work in such a way that they can develop a positive work relationship with their manager, which in turn will improve their personal skills and make them a more effective employee.

### ***Objectives:***

- Explain what managing upwards is and what it is not.
- Identify the key challenges to managing upwards.
- Understand the needs and expectations of your manager.
- Use influencing and persuasion techniques.

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## Managing Workplace Culture

How do we define culture? Often summarised as "The way we do things around here". There are many parts which make up an organisation's culture.

This course is centred around the elements of the Cultural Web and a series of thought provoking activities are undertaken to determine what culture exists within the workplace. Having established this, participants are then encouraged to look at how they can start to change things where needed.

### ***Objectives:***

- Describe the 6 different components of Culture in the workplace.
- Relate the components to your own work situation and describe the current culture where you work.
- Identify what to specifically Start, Stop and Continue doing in order to start to improve the culture where you work.

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## Marketing Essentials

Effective marketing is vital to ensure the survival and growth of any business. It does not matter whether the business is large or small or what products or services the business supplies, the truth is that effective marketing cannot be ignored and is essential for any successful organisation.

This training course will help participants understand marketing concepts and how they link to the growth strategy of the business. They will also give participants a solid grounding in market analysis and how marketing influences customers.

### **Objectives:**

- Explain what marketing is and how it links to the growth strategy of a business.
- Identify the components of the marketing mix and extended marketing mix and explain how marketing affects all areas of the business.
- Use the marketing triangle as a logical and customer centred approach to marketing.

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## Mentor Training

Mentoring is a learning support mechanism where an experienced person provides guidance, knowledge and advice to someone who is in development or has less experience in a given topic or function.

The role of mentor is a very important one and whether the relationship is formal or informal, the fact is that a good mentor can be instrumental in the development of not only a mentee's skills and knowledge, but also their behaviour, attitude and social outlook.

This 'Mentor Training' course will help participants to develop their skills as a mentor, increase their awareness of the role and responsibilities as a mentor and highlight how the role of mentor might personally benefit their own development.

### **Objectives:**

- Explain the mentor/mentee relationship and the roles and responsibilities.
- Develop a clear set of guidelines and principles for a successful mentor relationship.
- Understand and use specific tools to help you provide effective support for the mentee.
- Confidently deliver exceptional mentor support.

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## Minute Taking

Minute taking is a skill that everyone should learn. Taking minutes means effectively recording the key elements of a meeting, either verbatim or through summarising decisions and actions or creating a narrative. The technique of minute taking is sometimes taken for granted, but it is a skill like any other and takes careful preparation to perform correctly.

This minute taking training course is aimed at anyone that might have to take minutes as part of their job role, and it's reasonable to suggest that the task could be performed by anyone within an organisation at some time or another.

### **Objectives:**

- Prepare for meetings when they are the minute taker.
- Identify and overcome common obstacles to effective listening.
- Select and use an appropriate note taking technique.
- Note the relevant points from discussions.
- Produce a clear, concise and appropriately worded set of minutes.
- Follow conventions for the format of minutes.

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## NLP, An Introduction

Neuro-Linguistic Programming (NLP) is described as the study of human excellence and demonstrates how to communicate effectively and influence others. It was developed in the 1970's by a group of psychologists who were studying successful people in order to analyse successful behaviour.

Since then, NLP has been developed further and examines thought processes, language patterns and human behaviour. NLP helps us to understand the connection between human behaviour, emotions, mind, body and actions.

Basically, it helps us to improve the effectiveness and impact of our communication. This NLP course will provide participants with an understanding of the core NLP techniques and how to use them to improve their communication and actions.

### **Objectives:**

- Motivate themselves and others.
- Communicate effectively.
- Think positively.
- Create actions to make a difference.

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## One Minute Managing

This 'One Minute Managing' training course is suitable for anyone in a management or leadership role. This course will help participants understand that there are some simple techniques and processes that can be followed to help make leadership simpler. It also demonstrates that leadership is all about getting things done through people and focuses on three main practical management techniques that will help managers get the best out of their team.

This course will provide participants with the key skills of goal setting, praising and reprimanding. The focus is on providing instant skills that help managers develop employee goals and then react swiftly and effectively, catching people doing it right and challenging them when they get it wrong. The end goal is to increase productivity by using their most important resource, their team.

### **Objectives:**

- Describe the value of One Minute Managing.
- Set clear and measurable goals.
- Give praise effectively.
- Give redirects to re-focus behaviours.
- Get the best results from your people.

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## Participating in Meetings

Meetings do not always enjoy a particularly good reputation. In many organisations they are notorious timewasters and are often unproductive. This is often because participants of meetings fail to follow a few simple ground rules. This is partly because we provide training for the people leading the meetings, but don't always train the other participants.

This training course provides a short workshop, which is not aimed at those people leading meetings but will help you provide the necessary training to its participants.

### **Objectives:**

- Prepare effectively for the meetings they attend.
- Participate effectively in meetings by following a few simple ground rules.

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## Performance Management

The key aim of the performance management process is to develop the team to assist the organisation in achieving its objectives.

The organisation that embraces effective performance management is creating a strategic advantage in the marketplace. This performance management training course provides all the information and techniques participants need to deliver effective performance management in your business.

### **Objectives:**

- Explain their role in managing the performance of their team.
- Describe the key stages in the performance management process.
- Use the performance management skills and techniques practice to create a development plan.
- Develop techniques to address poor performance.
- Review the challenges that face them within their specific team.
- Follow an action plan of their key development points.

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## Planning for Change

This 'Planning for Change' course has been developed to introduce participants to practical tools and techniques that will enable them to better understand their people during the transformation of their business. It will also provide them with clear methodologies that will assist them in influencing the change for the organisation and the people within it.

The workshop will equip participants with the skills to be able to change the nature of the conversations they have with employees when working through a change programme and ensure people are equipped to have meaningful discussions that assist with the implementation of change.

### **Objectives:**

- Recognise your own journey through change and how you have adapted to different situations.
- Demonstrate practical methods of delivering a change message.
- Prepare a message for teams using a standard process to engage and empathise with your staff.
- Explain a simple change model that will help you move people through the various stages of change.
- Distinguish the 7 steps to influencing change.

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## Practical Sales Skills

The core aim of this 'Practical Sales Skills' course is to provide participants with a set of tools that can be practically used in their role as sales people.

The skills provided are simply a collection of valuable methods of achieving sales. There are many tips and techniques that will be incredibly useful and will help participants personally develop a successful sales approach whilst enhancing their performance.

### **Objectives:**

- Explain what sets the best sales people apart.
- Follow set personal goals to sales success.
- Use a series of practical sales skills to increase their selling potential.
- Practically apply these skills to their sales role.

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## Preparing for Job Interviews

This interview skills training course aims to give participants the knowledge and skills required to improve their chances of having that positive job interview experience, and of course, to help them get that all important promotion or new job.

A by-product of this training is that the skills they learn are transferable and will help develop techniques that they can use for a variety of situations at work. This improvement in their communication skills and ability to 'sell yourself' will, in effect, help to open up career opportunities for them, whether they are actively looking for work or not.

### **Objectives:**

- Understand their strengths and weaknesses and what they can do to present themselves effectively.
- Establish what interviewers are looking for and how best to match their skills to this.
- Prepare to answer typical interview questions.
- Develop their interview confidence to tackle difficult situations and get the job they want.

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## Presentation Skills

In a survey carried out amongst experienced, middle and senior executives, designed to determine the things that they feared most, public speaking came out as number one. Death was eighth on the list! So, most of us would rather die than stand up and present!

This session will provide participants with the ideas and techniques to help them feel more confident about presenting and will help them to become an effective presenter.

### **Objectives:**

- Plan a presentation keeping the audience in mind.
- Develop clear objectives for their presentation.
- Use 'attention grabbers' to enhance their opening.
- Develop effective visual aids.
- Use several different methods and tools for presenting.
- Use positive presentation style behaviours.
- Practice their skills of presenting.

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## Presenting Technical Information

Anyone who works in a technical field will, at different points in their career, have to deliver presentations or speeches containing technical information. Most people would agree that just the idea of giving a presentation can be quite daunting. This feeling can be heightened by the presenter's concern about whether the audience will even understand them!

This course has been developed to help participants plan and deliver technical presentations. They are therefore intended for anyone that may have to deliver technical presentations as part of their role.

### **Objectives:**

- Recognise and define technical information.
- Decide on the level of detail and technicality.
- Describe and deliver on the needs of the audience.
- Create and use visual aids effectively.
- Use high-impact presentation techniques.

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## Prioritising & Planning

Prioritising and planning are crucial elements required by everyone in their business and personal life. Without planning your time and prioritising what is important to you, it is impossible to identify with the activities that are most productive. Where we are not focused on the elements that make us effective, we can begin to waste time and energy on the myriad of mundane tasks that tend to appear, and this can lead to stress and anxiety.

This short training course will provide participants with an awareness of the areas that they can improve in their day to day planning, as well as giving them some tips for dealing with popular time management issues.

### **Objectives:**

- Prioritise tasks by Urgency and Importance.
- Create an effective to-do list.
- Schedule tasks effectively.
- Deal with procrastination.
- Reduce their stress levels.

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## Professional E-mails

E-mail has become an important means of communication in business. We use e-mails to communicate internally to our work colleagues and despite other advances in communication, e-mails are still a key tool used to communicate with customers, suppliers and business partners.

Unfortunately, it can be said that we do not always display the same professionalism in our e-mails as we do with other forms of business communication and professional standards are still evolving.

### **Objectives:**

- Eliminate simple errors when writing and sending e-mails.
- Write e-mails that comply with the professional standards of your organisation.
- Follow accepted protocol when writing and sending business e-mails.

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## Project Management

This 'Project Management' course encourages the creation and application of a structured approach to project management that will simplify, add transparency and is intended to shorten the project management lifecycle.

Many companies choose to define their own "specific" approach to managing projects. This course can be used to help design, or at a later level, refine that internal approach to Project Management.

Therefore, this course is relevant to everyone that is involved in or will hope to benefit from a project and provides you with the tools required to deliver a successful introduction to project management.

### **Objectives:**

- Avoid the major pitfalls of project management.
- Initiate and plan a project.
- Implement and monitor a projects lifecycle.
- Review and close a project.
- Develop a project management structure.

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## Project Management Essentials

This Project Management training course will help participants understand the essential elements and tools of project management and will enable participants to manage small to medium sized projects.

It is essential to adopt a structured approach to managing projects to enable accurate planning, identification of risks and issues, select the appropriate team and have a system in place to manage the inevitable changes that occur over a project's duration.

By using the tools contained within this training course, your workplace will benefit from better managed projects.

### **Objectives:**

- Describe the importance of effective project management.
- Explain the role of a project manager.
- Explain how to initiate, deploy and close a project.
- Describe how to use a toolkit of project management tools and techniques.

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## Psychological Safety

The aim of creating a culture of psychological safety is to remove the feeling employees have that they should, 'fit in', 'know their place', 'toe the line' and go along with things in order to be accepted. By developing a culture that goes against this model and allows people to feel safe, empowered, fearless and able to speak up, we allow individuals to grow and excel and encourage performance improvements within the organisation.

This course has been designed to explore these concepts and establish how participants can help develop a culture that exhibits psychological safety traits, giving them the skills to minimise errors and unleash the talent within your organisation.

### **Objectives:**

- Explain the concept of psychological safety.
- Measure how psychologically safe your workplace is currently.
- Identify what might be hindering psychological safety in your teams.
- Create actions to help you build a psychologically safe workplace.

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## Quality Management

Quality management is a discipline for ensuring that organisational processes, procedures, systems and practices are fit for purpose and able to deliver consistent and continuous benefits. This Quality Management training course is aimed at participants that would benefit from implementing quality management principles within their organisation with an aim to improve the working practices of the business and consequently its success.

### **Objectives:**

- Describe Quality Management Systems.
- Recognise the value of Total Quality Management.
- Practice Quality Assurance and Control.
- Measure Quality and make improvements.
- Apply Quality Management Tools and Techniques.

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## Questioning Skills

Most of us have job roles that involve at least some communication with other people even if we never deal with people outside of our own organisation. The ability to question effectively is therefore important to all of us.

This one day questioning skills training course is aimed at helping participants to question effectively. The course covers a range of basic techniques that can be adapted to any situation where questioning is necessary.

### **Objectives:**

- Explain why effective questioning is important.
- Question effectively using the funnel technique.
- Make preparations for questions that focus on the objective they are trying to achieve.
- Use appropriate questions and techniques to encourage the speaker to supply the information they need.

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## Recruitment Skills

Recruitment is a crucial factor in the success of any business. All organisations are defined by the employees within it, so ensuring you employ the right staff at the right time is critical to your success. Aside from this, it is important that the people responsible for recruiting within the business are focused on ensuring they follow legislation and best practice to avoid any potential embarrassment or costly litigation.

This training course will effectively develop the skills of hiring managers within your organisation. They will be taken through the full process of recruitment; developing a wide understanding of the requirements of an effective recruitment campaign in order to help them provide a robust approach to recruitment that helps secure the right candidate for the role.

### **Objectives:**

- Describe the concepts behind delivering an effective, fair and robust recruitment campaign that is fit for purpose.
- Define best practice and the legislation surrounding recruitment.
- Explain the options available when running a campaign.
- Confidently make independent recruitment decisions.
- Effectively recruit, assess, filter and place candidates.

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## Report Writing

This 'Report Writing' training course is aimed at people who are new to report writing or who need to improve their report writing skills. This is not a programme covering theory alone. Participants are expected to put into practice what they are learning as they go through the 2 days.

### **Objectives:**

- Prepare and plan reports that meet their intended purpose.
- Produce reports that conform to an established and acceptable structure.
- Proofread and edit their reports effectively before submitting them to their intended readers.

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## Root Cause Analysis

Root cause analysis (RCA) is a method of problem solving that looks at the root cause of events rather than focusing on the initial 'symptom'. By focusing on the root cause, it is hoped that the likelihood of problem recurrence will be reduced or eliminated. However, it is recognised that complete prevention of recurrence by a single intervention is not always possible. Therefore, root cause analysis should be thought of as a process of continuous improvement.

Root cause analysis is a series of tools and measurements rather than a single approach in itself. Through the use of these tools, the participants are able to identify the key to an issue and take steps to ensure that the problem.

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## Self Development for Managers

Self-development is about investing in yourself by building your skills, knowledge, and experience. It encourages you to be proactive, set yourself objectives, and commit to pursuing those objectives. This 'Self Development for Managers' course is suitable for managers who wish to continuously develop their skills and improve their abilities as a manager.

This training course will help your managers focus on learning opportunities, giving them a clear idea of where they are now and where they want to be in the future. It will help encourage managers to see their own development as a lifelong commitment to improvement through formal and informal learning activities. The main aim is to help managers improve their knowledge, skills and awareness, and help them develop talents and potential.

### **Objectives:**

- Describe the philosophy of self-development.
- Describe the skills, qualities, and functions of managers.
- Assess your self-development needs.
- Recognise how to develop key skills and qualities.
- Set goals and create a self-development plan.

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## Stakeholder Management

### **(Recommendation to attend as part of Project Management)**

This course aims to help participants identify their stakeholders, learn how to establish behavioural styles, understand the relationship between the style and their own and use this knowledge to build a strong working partnership that gets results.

By following a logical progression, through identification of stakeholders, initial contact, mapping of aims and ongoing planning, increased positive results can be achieved.

The early identification of the key influencers will ensure that projects are well managed from the start. Communication can be effectively tailored to the right people so as to guarantee an easier flow of information and quicker decision making. In the longer term, projects will require less micro -management as all involved will have a clear understanding of progress and goals.

### **Objectives:**

- Identify their style of stakeholder management along with the needs of their customer.
- Recognise ways of securing stakeholder agreement.
- Distinguish the 6 different persuasion styles.
- State various methods to build an on-going relationship.

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## Strategic Thinking

Strategic management, and therefore strategic thinking, is a responsibility for all managers. This responsibility is growing in importance as management is no longer seen only as an operational function. Modern organisations exist in a complex environment with an increasing demand for effective strategic responses. At the very least this requires a basic understanding of strategy. At best it requires managers who think strategically.

This course will guide participants through the strategy development and implementation process. They will learn key terminology and processes and will practice developing strategic alignment.

### **Objectives:**

- Identify the purpose of strategy in the strategic hierarchy.
- Set a strategy in line with organisational vision and mission.
- Set objectives and strategy measurements.
- Link corporate strategy to operational activities.
- Manage the strategic change process.

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## Stress Management

The word 'stress' is used to describe the physical and/or emotional response to the demands and pressures that modern living means we come under from time to time.

Stress can be a positive thing, which drives us on and helps us to grow, develop and be stimulated. However, when stress reaches a certain level, it can overcome a person's ability to cope and can impact on their physical and mental health.

This stress management training course has been developed to help participants identify the causes and effects of stress and to assist them in developing the skills required to manage stress in their own life.

### **Objectives:**

- Define Stress and the affect it has on the body.
- Use specific relaxation techniques to overcome stress.
- Follow a model for coping with stress.
- Identify methods of avoiding stress where possible.
- Reduce their own stress by following clear techniques.

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## Stress Risk Assessments

Employers are becoming increasingly concerned about the issue of work-related stress and the effect it can have on organisational performance. Further, the potential costs of absence have brought into sharp focus the need for companies to be more proactive in their management of stress as a real and present workplace issue.

A stress risk assessment is a process which enables employers to begin to tackle stress at work. Ideally, it is just one part of an employer's stress management strategy – perhaps as part of a broader well-being plan – but by using this course, you will be able to use SRA's even without this underpinning strategy.

In this Stress Risk Assessment course, participants will identify stress, understand how it can be risk assessed and then, what recommendations might be used to reduce its effects.

### **Objectives:**

- Give a clear definition of stress and stress risk assessments.
- Refer to a model for stress risk assessment.
- Identify who is best to undertake a stress risk assessment.
- Outline a range of interventions that might be used.

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## Success with Change

This change management course is useful in a variety of situations. It is suitable for anyone involved in the change process in a business environment and can be used for leaders that need to implement change or for staff that need to appreciate the change process.

Change is a normal part of business life in today's fast paced environments. Employees need to be open to change and our leaders need to know how to manage this process. This training course is aimed at ensuring that participants have all the tools they require to effectively manage change in the workplace.

### **Objectives:**

- Tackle change more effectively at a personal level.
- Lead change for those around them.
- Assess the people in their teams that support them with change.
- Plan their approach to changes in the workplace.
- Present an effective change briefing.

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## Talent Management

Talent Management was initially used as an HR tool in the recruitment process. It has since developed into an essential business wide practice, used by management to cover many areas such as succession planning, development of the organisation and individuals, performance enhancement and organisational capability.

This Talent Management training course is suitable for any organisation no matter how far into their Talent Management journey. The talent management training will help participants set up their Talent Management system or can be used as a health check to refocus or identify problem areas.

### **Objectives:**

- Recognise the business case for talent management and succession planning.
- Identify the need to have talent management integrated into the strategy of their organisation in order to retain talent.
- Recognise the key steps required to implement the Talent Management Continuum.
- Draw up an action plan to address your talent management needs.

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## Team Building

This Team Building course has been put together to help develop participants' team working skills. It will help them define a common goal, understand how they want to work together as a team and create an understanding of the behaviours required to develop better team performance. Therefore, it is relevant to all teams that require an element of teambuilding.

This entire team building session revolves around developing actions and identifying improvements for the team. The participants will be challenged and work together to improve specific workplace issues.

### **Objectives:**

- Appreciate team skills and dynamics.
- Identify and develop personal skills to become a more effective team member.
- Establish effective team processes.
- Improve team communication.
- Demonstrate skills that help you to implement effective changes in the workplace.

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## The Art of Negotiation

By adopting an approach where the parties work with each other, it is possible to reach outcomes that satisfy all. This positive approach to negotiation will help build business relationships that could last for years.

This course will help participants to understand what we mean by negotiation and will provide some of the tools to help them negotiate well. They will also have the opportunity to practice using those tools in the safety of the training environment.

### **Objectives:**

- Negotiate with the aim of achieving mutually acceptable outcomes.
- Make effective preparations before starting to negotiate.
- Set a negotiating range that you can work within.
- Follow a clear structure for negotiations that will help you focus and achieve results.

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## The Power of Influence

Each day you are influenced by the actions of others, whether you are aware of it or not, you are manipulated and persuaded to comply with requests by people who either naturally or through mastery have developed tools of influence. This session will help participants identify the methods used and equip them with an in depth knowledge of how to use these skills to their own advantage and through this, increase their influencing ability.

### **Objectives:**

- Describe the 'human shortcut' and why it makes influence possible.
- Explain the six principles of influencing and how they are used.
- Identify key situations where they can apply the influencing principles in their own environment.
- Follow an action plan for influencing success.

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## The Virtual Trainer

This 'Virtual Trainer' course has been developed for participants that need to design and deliver any form of virtual learning event. They might be brand new to the world of learning and need to know how to get started facilitating virtually, or perhaps they are a seasoned learning and development professional, wanting to get the very best out of their virtual training events.

### **Objectives:**

- Identify what good looks like when it comes to engaging virtual learning.
- Explore the different learning styles our groups may have, and look at ways we can adapt our learning to meet these virtually.
- Plan how we can have successful learning interventions through the use of different technologies, considering the environment we're in as well as what type of virtual initiative is the most suitable for that audience.
- Explore how we should 'show up' and what we need to think about in terms of our own training style when facilitating virtually.
- Create engaging virtual learning interventions, using different tools at our disposal.
- Understand the different roles needed when delivering a virtual intervention, and how these roles work together.
- Practice a small piece of your own learning content for feedback (and sign off) to build upon the skills you have learnt from this workshop.

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## Think Your Way to Success

This positive thinking course will help participants tap into the latent ability of their mind. You have within you all the capability required to achieve the outcomes that you deserve in life, the only restriction being your self-imposed conditioning and belief system.

By the end of this course, participants will feel revitalised and will realise that they have the power to achieve their goals and ambitions. They will not only understand why they have been restricted in the past, but have the necessary understanding to set out clear goals for the future.

### **Objectives:**

- Use their inner resources to their positive advantage.
- Explain how their conscious and subconscious work together (or not).
- Be successful at the things that matter to them.
- Be the best they can be.
- Follow a clear action plan for success.

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## Time Management

Modern life is busy. With so many distractions and demands on our attention, wasting time is easy to do. That's why improving time management skills has never been more important to your success.

Anyone that needs to increase their personal effectiveness through time management would benefit from the content delivered with this Time Management course.

### **Objectives:**

- Recognise what prevents them from making the best use of their time.
- Make necessary long medium and short term plans to help schedule and organise activities
- Manage their 'To Do List' effectively.
- Control interruptions so they have limited impact.
- Recognise and manage common time wasters.
- Identify why they procrastinate and how to manage it.

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## Train the Trainer

A motivated and competent trainer can mean the difference between success and failure for your organisation. Knowledge and expertise in a subject are not enough to ensure training is effective.

Anyone who is training in your organisation has a huge influence on the success of any employee they come in contact with. So, train the trainer courses are essential to a successful staff development programme.

With our Train the Trainer course, your trainers are exposed to the most up-to-date training methods and techniques. Filled with practical exercises and valuable content, this course will provide the future trainers within your organisation with all the skills they need.

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## Wellness

Workplace wellness is about organisations and individuals taking a proactive approach to ensuring the health and wellbeing of their workforce. By focusing on the wellness of employees, organisations can help prevent issues with mental and physical health, reducing stress levels and absenteeism and ultimately improving performance. Raising awareness will help encourage people to take responsibility for their own health and wellbeing. Therefore, this course is aimed at anyone that needs to develop a heightened awareness of workplace wellness for both the organisation and themselves.

### **Objectives:**

- Define wellness and its importance in the workplace.
- Practice rational and positive thinking.
- Apply the six dimensions of wellness.
- Explain the importance of work-life balance.
- Describe the business case for wellness.

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## Workplace Reflective Practice

Reflective Practice is a theory by which modern and traditional self- improvement ideas can be more clearly defined, refined, expanded, adapted, taught, adopted and applied, for the purposes of personal development, teaching and coaching, and wider organisational improvement. Reflective Practice enables clearer thinking and reduces our tendencies towards emotional bias.

This Workplace Reflective Practice course is suitable for anyone within an organisation and will assist the participants in improving their working practices and increasing business performance. Whether on the shop floor or in head office, everyone could benefit from the principles within this training.

### **Objectives:**

- Describe the purpose and benefits of reflection.
- Identify types of workplace reflection.
- Learn from experiences.
- Improve personal and team performance.
- Use different business models for reflection.

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## Writing a CV

A good CV and covering letter will help show a potential employer the expertise an individual will bring to a role. It is their chance to sell skills, knowledge and experience and let the employer know that they are the right person for the job.

This training course will help participants create an effective, professional CV that will catch the interest of potential employers and assist them in getting that crucial interview.

The session will also explore the topic of cover letters and how to ensure they are developed in such a way that they promote the person and their achievements and encourage any employer to read their CV.

### **Objectives:**

- Choose a CV format and content that creates the right impression for their skillset.
- Choose what to include in their CV to demonstrate their abilities and achieve the best results.
- Develop their CV in line with their skills, knowledge and experience.
- Avoid the common pitfalls when CV writing.
- Write an effective covering letter to support their CV.

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## Writing Multiple Choice Questions

Many trainers, instructional designers, teachers, examiners, managers and subject matter experts have to write multiple choice questions.

Sadly, it can be difficult to write effective multiple choice questions and we have all seen poor examples of them. This is usually because the people who write them do not follow a few basic principles.

This training course will help participants through four principles which will help them to write effective multiple choice questions on a consistent basis.

### **Objectives:**

- Identify when it is appropriate to use multiple choice questions.
- Write questions that assess defined objectives.
- Use plain language when writing questions.
- Minimise the risk that the answers to your questions will be easy to guess.
- Provide meaningful and timely feedback to people who answer multiple choice questions.

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*We look forward to partnering in your and your organisation's transformation and endless success possibilities.*

