OVERVIEW:
Workplace Readiness . . .

TLR GROUP (PTY) LTD
The Learning Revolution

Professional behaviour builds leaders, careers and businesses. Seize the competitive advantage by balancing good manners and courtesy in the workplace. Ensure that you build relationships that are fundamental to your success.

Module 1 Effective Listening

Listening to and acknowledging others might seem deceptively simple, but doing it well particularly in conflict situations, takes true skill. As with any skill, listening well takes practice. Active listening is essential if we wish to communicate effectively. Failing to take the time to understand the problem first, means that we are either speaking or preparing to speak.
The result could be mis-communication, conflict and frustration.

- Listen to understand; gain a clear picture of people's needs and concerns
- Question to uncover needs and diagose first before offering a solution
- Check that understanding is correct and pertinent
- Understand the impact of filters and what to do about them

Module 2 Personality Profiling

There's no doubt about it . . . people are different. As a result, most of the conflict that occurs between people at work and at home is due to certain inborn differenes in the way they think and go about doing things. Our relationship with others determines success or failure. This module deals with different working styles - needs, values and what motivates people to act in certain ways.

- Apply insights into human behaviour: your own and that of others
- Switch off defence mechanisms when faced with negative comments and actions from others
- Understand what people need and fear
- How to adapt or mould your personality in order to develop profitable relationships with others

Module 3 Conflict Resolution

Dealing with upset people is one of the most challenging situations we face in the workplace. Good communication skills, controlling anger and reducing stress levels will ultimately improve relationships.

- How do you react to conflict? A questionnaire and facilitated discussion
- The ingredients of conflict
- Conflict management strategies
- The price of conflict
- Dealing with conflict practically
- Tools to resolve conflict
- How to diffuse anger

Module 4 Differentiate Yourself in a Competitive Market

You can make yourself indespensible to your team by cultivating a reputation for reliability, demonstrating a growth mindset and showing a willingness to take initiative and solve problems.

- Getting started on the right foot
- Your manager's expectations
- Mastering sincerity
- Develop self-confidence

Module 5 Etiquette in a Business Setting

Good business etiquette is more than just knowing which knife and fork to use - it's about demonstrating professionalism, respect and consideration in all workplace interactions.
By practising good business etiquette, you build strong professional relationshis, enhance your reputation, and contribute to a more respectful and productive work environment.

- Company events
- Table etiquette
- Email etiquette
- Meeting etiquette

Module 6 Achieve Results

In order to manage time you need to be both efficient and effective. By being efficient, we work out ways to perform tasks in a reasonable time frame. By being effective, we focus on activities that will get us closer to our goals.

- Identify top time wasters that impact productivity and minimise their negative influence
- Identify external factors that impact time management
- How much do time wasters cost?
- Prioritise practically
- Manage stress
- Become more productive

Module 7 The Internal Customer

The brutal truth is that it is impossible to build happy external customers when you have unhappy internal customers. Every contact that an unhappy employee has with a customer will negatively impact the external customer relationship. It is imperative to develop internal customer service within the organisation.

- Why clients leave us
- Who are our internal customers?
- Differences between internal and external customers
- Essential tips for developing internal customer service