

## HUMAN RESOURCES STAFF TRAINING AND DEVELOPMENT PROGRAMMES 2019

### Building Effective Relationships

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
All staff	This course is aimed at equipping individuals with the necessary insight and knowledge which will allow them to build and maintain effective and fulfilling relationships with others	The content comprise of skills for assertive behaviour, conflict resolution techniques and relationship dynamics.	On completion of the course, you would be able to: <ul style="list-style-type: none"> <li>• Understand more about yourself and others.</li> <li>• Improve all types of relationships – be they at work, home, social or otherwise.</li> <li>• Understand your own conflict triggers and sequence</li> <li>• Identify the “why” behind the behaviors we observe in ourselves and others.</li> </ul>	16-17 May 2019	2 Days

### Performance Management

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
All staff	Empowerment with regards to the effective management of staffs' and/or own performance	<ul style="list-style-type: none"> <li>• Role descriptions</li> <li>• Work agreement</li> <li>• Performance evaluations</li> <li>• Management of poor performers</li> <li>• Personal Development Plans (PDPs)</li> </ul>	On completion of this workshop the staff member should: <ul style="list-style-type: none"> <li>• Be familiar with the rationale of performance management at SU</li> <li>• Be familiar with the content of performance management at SU</li> <li>• Be familiar with the process and flow of performance management at SU</li> <li>• Be able to design a PDP</li> <li>• Be able to draw up a work agreement</li> <li>• Be able to use work agreements to appropriately contract regarding performance</li> </ul>	8 March 2019 10 May 2019 (Tygerberg) 6 September 2019 1 November 2019 (Tygerberg)	1 Day

			<ul style="list-style-type: none"> <li>• Be able to monitor performance continuously</li> <li>• Be able to evaluate performance and give effective feedback</li> </ul>		
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### Stress Wise (Stress Management)

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
All Staff	<p>Stress Wise is designed to help individuals become aware of the role of stress in their lives, help them identify their optimum stress levels and provide them with tools to manage their stress effectively at home and in the workplace</p> <p>Assertiveness at Work will help staff manage high-stress or high emotional encounters by developing the knowledge and skills to assert themselves effectively. It will help them understand the difficulties they face when communicating with others, when they are trying to impact on others or persuade them to see their point of view.</p>	<ul style="list-style-type: none"> <li>• Identify Stressors</li> <li>• Tools to cope effectively with stress</li> </ul>	<p>On completion of the course, you would be able to:</p> <ul style="list-style-type: none"> <li>• Identify stressors in the workplace and their relationship to work performance</li> <li>• Identify how people use the stress emotions: fear and anger</li> <li>• Explain the nature of stress and distress in personal life and work situations.</li> <li>• Impact on others in a self-confident manner</li> <li>• Stand up for their rights without violating the rights of others</li> <li>• Express their opinions and views in a firm yet respectful manner</li> <li>• Make themselves heard</li> <li>• Command attention</li> <li>• Deal more effectively with conflict and confrontation</li> <li>• Reduce accumulated stress fuelled by not speaking up for fear of negative consequences</li> </ul>	<p>18 July 2019 10 October 2019</p>	1 Day

### HERS-SA (Leadership programme for Women)

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
Women currently employed or possessing the potential to be employed, at the senior management level.	The ACADEMY is a six-day interactive professional development opportunity for women employed in Higher Education	To address the need for gender equity in higher education	<ul style="list-style-type: none"> <li>• Develop and offer accessible education, training and development programmes for women working in this sector.</li> </ul>	To be confirmed	5 Days

			<ul style="list-style-type: none"> <li>• Empower women to take leadership positions in higher education institutions in South Africa, thereby providing much needed leadership role models for women.</li> <li>• Provide programmes that develop strong leadership qualities and practices in women leaders in higher education;</li> <li>• Encourage networking amongst women.</li> <li>• Challenge institutional culture and facilitate workplace change, thereby addressing gender inequity and enabling women to participate fully in the workforce.</li> </ul>		
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## CHEC REGIONAL MANAGEMENT DEVELOPMENT PROGRAMME

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
Middle managers job levels 9 to 5; graduated or equivalent; more than five years' work experience in total; new or experienced managers	Details of the CHEC modules are available on the home page of Human Resources at <a href="http://www.sun.ac.za/english/human-resources/training-and-development/workshops">http://www.sun.ac.za/english/human-resources/training-and-development/workshops</a>				

## Office Administration Management

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
All administrative staff, secretaries and personal assistants	Today's organisations have to meet ever-increasing demands and expectations. In order to do this, businesses have to ensure that their administrative support is professional, flexible, proactive and confident in its role.	Introducing the role of office administration Communication Skills Procedural Work	This practical workshop aims to motivate participants to understand the impact of their work, understand the bigger picture and make a positive difference to both internal and external customers	11 March 2019 13 May 2019 12 August 2019 11 October 2019	1 Day

## Best Practise for Effective Recruitment and Selection

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
Line Managers and others involved in or responsible for recruitment and selection	<ul style="list-style-type: none"> <li>Attracting, Selecting and Retaining the Right Talent</li> <li>Essential Interview Preparation</li> <li>Conducting an Effective Interview</li> </ul>	This interactive workshop is designed to equip you with the necessary knowledge and skills to conduct effective interviews, using a fair and consistent process that is aligned to SA employment legislation and best practice principles	<ul style="list-style-type: none"> <li>Understand the need for effective recruitment and selection in an organisation</li> <li>Understand how to apply relevant SA employment legislation to the recruitment and selection process to avoid costly and time-consuming mistakes</li> <li>Gain a foundation for effective interviewing and a fair process through identifying, defining and rating key requirements in a job profile.</li> <li>Obtain an overview of an effective interview structure and appropriate etiquette to build rapport with and assess candidates accurately.</li> <li>Develop valuable interview skills through designing and practising helpful and relevant interview questions.</li> </ul>	8 May 2019 11 September 2019	1 Day

### Employee Relations Management

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
Line Managers	The aim of this one-day course is to empower and familiarise line managers with regard to the basic principles and provisions of employment law.	Basic principles and provisions of employment law.	Line managers who have attended the course should have a deeper insight into the rights of the employer and the employee in the work context, as well as insight into the degree in which the policies, procedures and terms of service of the University regulate the work relationship.	To be confirmed	1 Day

### Conflict Management

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
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All Staff	This course is designed to help people deal with everyday conflict in the workplace.	The workshop is designed to equip you with the necessary knowledge and skills to cope with conflict in the workplace.	The ability to use communication skills to handle and resolve conflict in the workplace.	7 August 2019	1 Day
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## Money Sense

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
Staff at job levels 9 - 19	This course is aimed at equipping individuals with the necessary insight, knowledge and skills in terms of managing their personal finances.	The course content consist of 5 modules covering the following: "Looking at money", "Making ends meet", "Buying wisely", "Getting out of debt" and "Making your money grow"	<p>On completion of the course, you would be able to:</p> <ul style="list-style-type: none"> <li>• Understand more about your view of the role of money</li> <li>• Know how a budget can help you gain control over your finances</li> <li>• Understand what you need to keep in mind when using credit.</li> <li>• Know of different constructive ways to deal with existing debt.</li> <li>• Know how to pay off your debt faster.</li> <li>• Understand the need to save to meet unexpected emergencies</li> </ul>	<p>30 May 2019 10 September 2019</p>	1 Day

## Meeting Customer Service Requirements

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
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All staff connecting with internal and external customers	This practical workshop highlights the importance of working through company standards and meeting customer perspectives, perceptions and expectations.	Definition of Customer Service The Art of Customer Service Identifying Customers Managing Customers Dealing with Customers telephonically and electronically Raising the bar	The course aims to provide staff with the skills and knowledge to understand and to effectively deal with all customers.	18 March 2019 20 May 2019 19 August 2019 18 October 2019	1 Day
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## Project Management

TARGET AUDIENCE	OVERVIEW	CORE FOCUS	OUTCOMES	DATES	DURATION
Staff involved in the management of projects at job levels 7 -10	The course is aimed to equip the participants with the philosophy, principles and techniques involved in the management of projects	<p>To acquaint the participant with the principles and techniques whereby a specific team produces an identified, one-off, substantial deliverable, within specified time, cost and performance targets,</p> <p>To equip the participant with the ability to understand and design both a Critical Path Diagram and a Gantt Chart and to utilize same in the development of the project budget, and</p> <p>To apply the principles of Earned Value Measurement in control and monitoring of projects during execution.</p>	The goal is not to present or promote a specific methodology for project management, but rather the philosophy, principles and techniques involved in the management of projects. A generic approach will therefore be followed. That means that participants will have to decide for themselves, after completion of the programme, to what extent and in what combination these can be applied in their own organisations, so as to develop their own customised project management methodologies. Participants will, however, be able to prepare a project plan, analyse, manage and execute any project of any kind or size in any industry.	18-20 February 2019 18-20 March 2019	3 Days

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