



# IMSIMBI

## TRAINING

# UNLEASHING YOUR POTENTIAL



Meriting Youth Development and Imsimbi Training proudly presents

## **Job Readiness Programme – 22 days**

Imsimbi Training is a fully accredited training provider with the Services Seta, number 214, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is presented over 2 months and is accredited by the Services Seta worth 32 credits



# JOB READINESS PROGRAMME

DURATION: 2 MONTHS

## SERVICES SETA-ACCREDITED PROGRAMES

Course Title	Unit Standard	NQF level	No. of days	Credits
1. Emotional Intelligence and Personal Mastery	252031	5	5 days	4
			1 day	
2. Effective Business Writing & Communication Skills	12153;12155	5	5 days	10
Day to do assignment and POE in class			1 day	
3. Call centre and telephone etiquette	14348	2	4 days	3
Day to do assignment and POE in class			1 day	
4. Customer service & quality management	10052	5	4 days	6
Day to do assignment and POE in class			1 day	
5. Effective sales	10047	5	4 days	5
Day to do assignment and POE in class			1 day	
6. CV writing and preparing yourself for an interview			4 day	
Day to practice interviewing skills through role plays			1 day	
7. Microsoft word, excel and outlook			5 days	
Day to do assignment and POE in class			2 days	
<b>Total</b>			<b>40 days</b>	<b>28 credits</b>



## COURSE OBJECTIVES

This course is designed for unemployed youth wishing to receive job readiness skills. It is a one month programme where unemployed youth learn a number of practical skills with a view to assisting them gain a job after the one month period. We believe young people attending this course will go a long way to making them ready to enter the world of work.

The course is made up of 7 short skills courses accredited by the Services Seta as above.

This course has been presented over 2 years to over 300 youth. Thus far over 50% of the youth who have attended this course have managed to find jobs in industry. This course is designed to give unemployed youth practical employable skills.

We attempt to link up the youth on completion of the programme with recruitment agencies and big corporates who are looking to employ entry level staff.

This course is also suitable for entry level employees, during the commencement of internships and learnerships.



# Course Outline

## Emotional Intelligence & Personal Mastery – 3 DAYS

### MODULE 1: Emotional Intelligence and Self-awareness

- Self-awareness and Mindfulness
- Life Balance – Nurturing all four areas of our life
- Emotional Intelligence Core competencies
- The iceberg – the Enneagram compulsions
- Johari's window
- Myers Briggs Personality Test
- Locus of Control

### MODULE 2: Interpersonal Skills and Communication

- Developing polished interpersonal skills with staff and colleagues
- Giving and receiving feedback
- Open and closed communication climates
- Listening Skills
- Listening with empathy
- Communicating assertively
- Assertiveness test
- Demonstrating behavior that is direct, appropriate and respectful
- Dealing with aggressive people in the workplace
- Transactional Analysis
- Managing conflict
- Showing appreciation

### MODULE 3: Self-regulation: managing our negative emotions

- The skills of self-regulation



- The skill of shifting focus and attention
- Being attentive to one's emotions
- Recognising negative emotions & their negative impact
- Managing and controlling our negative emotions
- The ability to heal – the healing process
- Finding the gift in difficult times

#### **MODULE 4: Developing a positive emotional focus**

- Focusing on the good in your life
- Counting your blessings
- Living from a space of positive emotions
- The link between emotional intelligence & spiritual intelligence
- Emotional Intelligence Test
- How emotionally intelligent am I

#### **Tools**

This programme is a fun and highly interactive course using practical tools and techniques for delegates to master. Over 20 practical techniques and tools will be practically applied by delegates in the classroom and at work and home after the course. An assignment re-inforces the new skills learnt.



# COURSE OUTLINE

## Effective Business Writing & Communication Skills –3DAYS

- 1. Understanding Communication**
  - ✓ The purpose of communication
  - ✓ Choosing the appropriate communication channels
  - ✓ Overcoming the barriers to communication
  
- 2. Action-reflection approach to writing**
  - ✓ The importance of good sentence and paragraph construction
  - ✓ Preparing your ideas using tree diagrams
  - ✓ Finding the appropriate tone
  - ✓ Identifying common grammatical errors
  
- 3. Writing professional business documents**
  - ✓ Letters
  - ✓ Memoranda
  - ✓ Reports
  - ✓ E-mails
  - ✓ Proposals
  
- 4. Conducting effective meetings and writing professional minutes**
  - ✓ Compiling agendas and notices
  - ✓ Practice writing professional minutes
  - ✓ Following-up to ensure decisions are implemented
  
- 5. Deliver professional presentations**
  - ✓ Prepare a written report
  - ✓ Design your written presentation
  - ✓ Review your presentation strengths and weaknesses
  
- 6. Using checklists for reviewing your writing**
  - ✓ Content
  - ✓ Organization
  - ✓ Style
  - ✓ Grammar



## COURSE OUTLINE

### Call Centre and Telephone Etiquette - 2 DAYS

- Define what is my role as a **Call Centre Agent**
- Understanding the full use of telephone equipment
- Dealing with incoming calls as efficiently and politely as possible
- Stress the importance of acknowledging callers and keeping them informed at all times
- Describe standard telephone etiquette for answering calls, transferring calls and making calls
- Understand how to operate the telephone and contact centre equipment
- Ask probing questions to find out the purpose of the call and transfer to the correct person or department
- Capturing and logging the customer query on the computer information system
- Resolving customer queries promptly
- Prepare all necessary documentation and equipment prior to making an outgoing call
- Speaking eloquently and clearly on the phone
- The importance of ATTITUDE in my role
- Why should I be nice / civil to anybody
- Develop daily BEHAVIORS to be the best I can be
- Grooming myself for success
- Inviting Customers into the business with your superior TELEPHONE SKILLS
- Developing an understanding of Customer requirements by LISTENING
- Taking PRIDE in displaying courtesy and civility to others
- Clarify what is meant by customer service
- Explore who our customers are and what their diverse needs are
- Two way communication: open ended questions
- Use questioning techniques to identify specific needs of customers
- Explore the values and attitudes necessary for excellence in customer care
- Discuss my role and responsibilities when serving customers
- Dealing with customer queries effectively and efficiently
- How to handle conflict and conflict resolution techniques
- How to handle difficult customers and abusive callers



- Explain the importance of product knowledge in customer care
- Understanding how to deal with Confidential and non-disclosable information

## COURSE OUTLINE

### Customer Service & Quality Management - 2 Days

- The critical principles of customer service?
- Determining your personal vision
- What am I responsible for? – Job Descriptions
- Why is customer service important to my job
- Quality Management Concepts & ISO
- Deming's 14 points on quality management
- Quality framework for Customer Service
- Your company's Customer Service policy
- Customers- our life line
- The DISC approach: your varied responses to different customers
- Product differentiation
- Understanding Customer needs
- Understanding your customers through questioning techniques
- Customer service oriented verbal communication, polite, specific, helpful
- Listening skills, listening with empathy
- Transactional analysis: understanding how to communicate effectively
- Customer service skills using the phone
- Key Performance Indicators for customer service staff
- Exceeding client expectations
- Conflict Resolution and difficult clients





# COURSE OUTLINE

## Effective Sales – 2 DAYS

- ✓ Understanding your company's mission & vision
- ✓ Determining your personal vision
- ✓ Effective Marketing practices
- ✓ The 4-Ps of Marketing
- ✓ The Marketing Plan
- ✓ Advertising
- ✓ Customer-driven Marketing & Sales
- ✓ Customers – our lifeblood
- ✓ Competencies of effective sales people
- ✓ Defining your client base
- ✓ Goal setting for sales
- ✓ Effective Time Management
- ✓ Administration – Paperwork & Record keeping
- ✓ Building Confidence
- ✓ Types of Behaviour
- ✓ Behavioural Styles (DISC)
- ✓ Product Knowledge
- ✓ Product Differentiation
- ✓ Process for Effective Selling
- ✓ Establishing Customer Needs
- ✓ Questioning Techniques
- ✓ Clarifying Understanding
- ✓ Active Listening
- ✓ Closing the sale
- ✓ Up-selling
- ✓ Selling in a Recession



- ✓ Negotiation Skills
- ✓ After-sales Service

### **Behaviours needed for sales persons**

- ✓ Reject Rejection
- ✓ Some will, some won't, so what
- ✓ Developing resilience for sales people
- ✓ Persistence and determination

### **Identifying the Reasons Why Clients Don't Buy!**

- ✓ No Trust
- ✓ No Hurry
- ✓ No Money
- ✓ No Need
- ✓ No Want or Value
- ✓ No Understanding
- ✓ No Courage to commit

### **Closing the Sale**

- ✓ Overcoming each reason so as to close the sale
- ✓ Comprehensive techniques for closing the sale



# COURSE OUTLINE

## CV preparation and Presenting yourself in a Job Interview – 2 DAYS

### Section 1:

#### The 5 Steps to Effective Preparation

Step 1: Preparing a good cv

Step 2: research the company

Step 3: develop answers to expected interview questions

Step 4: practice your answers

Step 5: prepare a list of questions to ask the interviewer

### Section 2:

#### 7 Steps to Success at the Interview

Step 1: make a good first impression

Step 2: bring relevant information

Step 3: be honest

Step 4: be personable and polite to everyone

Step 5: be aware of both your verbal and nonverbal communication

Step 6: listen attentively

Step 7: Effective and clear communication during the interview

Step 8: Articulating your words clearly and confidently

Step 9: Marketing your personal brand



### Section 3:

#### How to Answer the 7 Most Common Questions Asked

1. Tell us a little about yourself
  2. Why do you wish to work for this organisation?
  3. What are your strengths
  4. What are your weaknesses?
  5. What do you expect from this organisation
  6. How do you deal with conflict, communication, difficult customers?
  7. Do you have any questions
- Have a copy of the advertisement and your CV available.
  - Look professional – remember this is an important position for which you have applied. Your dress for the interview should reflect the importance of the position, while also reflecting who you are, your personality and individuality.

### Section 4:

#### Understanding the basically eight types of questions you may face during the course of an interview:

Credential verification questions  
Experience verification questions  
Opinion questions  
Dumb questions  
Math questions  
Case questions  
Behavioural questions  
Competency questions

### Section 5

#### Skill Application

A whole day will be spent on doing role plays of an actual interview. The course is filled with many activities where learners will role play how to conduct themselves in an interview, using the various skills learned. Developing an interview guide and role-playing the interview using all the skills they have learned.



## COURSE OUTLINE

**Microsoft Word - beginners**

**Microsoft Excel - beginners**

**Outlook - beginners**

