

# Fundamentals of Modern Corporate Behavior.

We all need to behave in a professional manner in the workplace. This workshop focuses on knowledge, skills, values and attitudes in relation to the learner's own context and experience of the world of work.

## Who should attend this course?

This course is intended for all members of staff, in particular: secretaries, receptionists, administration staff, team leaders and managers.

## Important outcomes that are covered on this course:

- How to behave in a professional manner (at all times) in a business environment
- The importance of a positive attitude (even during difficult situations)
- Why we should consistently honour our working hours
- The value of keeping colleagues informed - by communicating honestly and regularly
- Using active and attentive listening skills to enhance communication
- The correct way to meet and interact with people in a business environment
- Communication and the 'words' 'spoken' through body language
- Positive and negative behaviour and how it affects people around you and your business
- Ethics and values in a business environment – these things define you as a member of staff
- The importance of taking care of yourself – through good habits and a healthy balance
- How to dress for success – no matter what industry you are in
- Creating a positive first impression – and recognising the value of how you look and the impression you create – the one that lasts
- The power of managing your time and your deadlines (a brief, yet essential look at time management)

Practical exercises and activities are included throughout the duration of the formative learning process. Group interaction and open discussions are encouraged for full participation of each learner.

After successful completion of this course, each learner will have the opportunity to submit a Portfolio of Evidence (PoE) to be assessed. Following submission of the PoE, competent learners will earn valuable credits and a statement of results from the Services Seta. A certificate with feedback will be issued by Keybase Training Solutions.

**Duration:** 2 Days

## Unit Standard Alignment

US ID: 14359

US Title: Behave in a professional manner in a business environment

NQF Level 02, 5 Credits

Prerequisites for this course: Speak, read and write in English

## Training delivery Options:

Public or In-House

(Recommended group size – 10)



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