

# SIYB TRAINING BUZZ

APRIL 2009



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### DID YOU KNOW?

**SIC for entrepreneurship:** Gill Connellan, Chairperson of the Association for Skills Development Facilitation in South Africa (ASDFSA) has motivated for entrepreneurship to have its own Standard Industry Code (SIC). The Department of Labour will finalise suggestions from all SETAs in August 2009.

**RPL rather than retrenchment:** Ivor Blumenthal, CEO of the Services SETA (SSETA) is on record supporting a proposal to assist companies in the current economic crisis, whereby if a company needs to retrench staff consideration should be given to implementing Recognition of Prior Learning (RPL) to enable staff to obtain a qualification based on existing skills which should assist them in their job-seeking.

**Khula to host advice forums for entrepreneurs:** Wholesale finance institution Khula Enterprise Finance has launched an initiative to provide business support and skills to SMMEs. According to reports, Khula will host a series of forums in major centres across the country and invite business experts to address entrepreneurs at these sessions. The aim is to help entrepreneurs build and manage sustainable small businesses. For further information visit [www.khula.org.za](http://www.khula.org.za).

**BBBEE verification:** The Minister of Trade and Industry has issued a notice that as from 1 August 2009 only certificates issued by accredited verification agencies will be valid. Thus, from that date companies will no longer be able to accept any BEE certificate from their suppliers. Certificates should have been produced by an agency accredited by SANAS or one that has a pre-assessment letter from SANAS. Similarly, companies will have to supply certificated produced by an accredited agency to their customers. The notice states that any certificate produced prior to 9 April 2009 (the date of publication of the notice) will remain valid for a period of 12 months from date of issue. This means that existing certificates will remain valid (if accurate) even if produced by a "non-accredited" agency. It now more relevant than ever for companies to calculate and improve their own scorecard **before** calling in a verification agency. The job of a verification agency is to verify data and **not** to give a company a scorecard or certificate. The purpose of this step by government is to remove the risk of fronting and production of inaccurate scorecards. Reports are that the BEE Advisory Council is finally going to be constituted and this is a step to assist the Council in its duties. Unfortunately, it is also a step that adds red tape and increases operating costs of small businesses. However, with the proliferation of verification agencies companies that have prepared properly should be able to negotiate a good price for this service.

## EXPOS TO LOOK OUT FOR IN 2009

### **Nelson Mandela Bay Business Week**

*Date:* 18 - 22 May 2009

*Venue:* Feather Market Centre, Port Elizabeth

*Description:* Investment initiative profiling opportunities in Nelson Mandela Bay

*Contact:* Andrew Binning, (041) 363-0310, [andrew@inkanyezi.co.za](mailto:andrew@inkanyezi.co.za)

*Web:* [www.inkanyezi.co.za](http://www.inkanyezi.co.za)

### **Pretoria Homemakers Expo**

*Date:* 4 - 7 June 2009

*Venue:* Tshwane Events Centre, Pretoria

*Description:* Home lifestyle and home enhancement expo

*Contact:* Berdene Kumm, (012) 661-7003, [berdene@homemakersfair.co.za](mailto:berdene@homemakersfair.co.za)

*Web:* [www.homemakersonline.co.za](http://www.homemakersonline.co.za)

### **Markex**

*Date:* 9 - 11 June 2009

*Venue:* Sandton Convention Centre, Johannesburg

*Description:* Marketing, promotions and special events exhibition

*Contact:* Fran Lurie, (011) 835-1565, [franl@specialised.com](mailto:franl@specialised.com)

*Web:* [www.markex.co.za](http://www.markex.co.za)

### **Business Expo KZN**

*Date:* 12 - 13 June 2009

*Venue:* Durban Exhibition Centre

*Description:* Franchises, business opportunities, business products and office equipment

*Contact:* Doug Adams, (021) 794-5859, [businessexpo@intekom.co.za](mailto:businessexpo@intekom.co.za)

### **The Women's Show JHB**

*Date:* 26 - 28 June 2009

*Venue:* Coca-Cola dome, Johannesburg

*Description:* Fashion, movement, lifestyle, travel and more

*Contact:* (021) 671-0935

*Web:* [www.thewomensshow.com](http://www.thewomensshow.com)

### **Business & Franchise Opportunities Expo**

*Date:* 11 - 13 September 2009

*Venue:* Gallagher Convention Centre, Midrand

*Description:* Franchises, business opportunities and service providers

*Contact:* Marita le Roux, (011) 549-8300, [marita@tepg.co.za](mailto:marita@tepg.co.za)

*Web:* [www.fboe.co.za](http://www.fboe.co.za)

### **Eskom Small Business Expo**

*Date:* 11 - 13 September 2009

*Venue:* Gallagher Convention Centre, Midrand

*Description:* Platform for black-owned SMMEs to market their companies to corporate procurement departments, big business and other small businesses

*Contact:* Gladys Mogano, (011) 549-8300, [gladys@tepg.co.za](mailto:gladys@tepg.co.za)

*Web:* [www.eskomsmmeexpo.co.za](http://www.eskomsmmeexpo.co.za)

### **Renewable Energy Expo**

*Date:* 11 - 14 October 2009

*Venue:* Sandton Convention Centre, Johannesburg

*Description:* Exploring renewable energy

*Contact:* Nigel Walker, (012) 667-2074, [nigel@compex.co.za](mailto:nigel@compex.co.za)

*Web:* [www.compex.co.za](http://www.compex.co.za)

## SEDA TRAINING COURSES

### Seda Start-up 1

**Target Market:** Aimed at clients who do not know anything about business or starting a business. This training course is very basic and assumes a zero level of business knowledge.

**Course Duration:** 32 Contact hours spread over 4 days

#### **Learning Outcomes:**

- Participants will be able to express themselves using the language of business and entrepreneurship.
- Participants will have the confidence to engage the step-by-step guidelines.
- Each participant will be able to develop their own basic business plan.
- Small enterprise ideas that are unfeasible will be eliminated.

#### **The course covers the following topics:**

- What is entrepreneurship?
- Business ideas and opportunities
- Pre-feasibility & market research
- Financial Plan
- Money matters
- Marketing your business
- Business structure, registration and compliance
- Business plan format

### Basic Business Skills

**Target Market:** Aimed at clients who have an existing business. The course will enable them to improve on their business skills. The course is basic, and is aimed at those clients still lacking the business skills to make their company a success.

**Course Duration:** 32 Contact hours spread over 4 days

#### **Learning Outcomes:**

*By the end of the seda Basic Business course the participant should be able to:*

- Describe the role of an entrepreneur and what it takes to be one in South Africa.
- Explain the general business context for SMME's in South Africa and describe how this impacts on their business.
- Describe the various business functions in a growing business and relate these to their own business.
- Explain the complexities associated with managing a business in South Africa.

- Understand the role and importance of cash flow for their business.
- Understand how to manage a cash book.
- Prepare a cash flow statement.
- Implement “good practise” credit control mechanisms.
- Explain the need for a marketing strategy.
- More effectively attract customers through better marketing techniques.
- Understand the role and importance of good customer service.
- Describe the sales process.
- Understand what it takes to be a good salesperson.
- Demonstrate how to price effectively.

### Small Enterprise Start-Up

**Target Market:** Aimed at clients who want to start a business. They might have an idea, but need to put the necessary business systems in place to formalise the business.

**Course Duration:** 40 Contact hours spread over 5 days

**The objectives of the seda Start-up course are:**

- To make potential entrepreneurs and owners of emerging small businesses aware of the concept entrepreneurship.
- To assist them in establishing an entrepreneurial culture.
- To encourage them to consider self-employment.
- To establish an own business as a viable career option.
- To focus the attendants’ attention on various business opportunities, the factors involved in establishing and running an independent enterprise, the unique problems entrepreneurs have to cope with, as well as ways in which to avoid or overcome such problems.

In addition, seda also offers a 4-hour training programme on entrepreneurship. Essentially it is a shortened version of the Seda Start-Up 1 training programme and provides potential entrepreneurs with some insight into starting and owning a business, allowing them to decide after the training if they want to pursue entrepreneurship as a career option.

**Source:** seda Western Cape

**19 TIPS FOR GENERATING TRADE SHOW LEADS**  
**How to get more sales leads from your trade show presence**  
**By MH "Mac" McIntosh**

Your industry's major trade show is coming up. Now is the time to start preparing. If one of your exhibit goals is to get more, high-quality sales leads, consider using these techniques:

**Pre-show**

***Evaluate and select trade shows carefully:*** Are the show's attendees likely prospects for your products or services? It's better to have a couple of hundred very qualified leads than thousands of leads from people who may not be real prospects.

***Set measurable goals:*** You can't determine the success of your exhibit without first knowing what you want to achieve. Make your goals as specific as possible. If you can sell at the show, how many sales do you expect? If direct sales are prohibited, how many qualified leads do you hope to generate?

***Put your show plan in writing:*** This plan should include a workable schedule and designate responsibilities for each task. Don't wait until the last minute, and be sure management signs off on the plan.

***Develop a key message for your exhibit:*** Like good advertising, a good exhibit communicates one major message clearly. This is more effective at drawing prospects to your stand than the cluttered image projected by companies trying to communicate too much.

***Design an open, inviting stand:*** Don't block access with tables and counters; you want to draw attendees into your stand. Use interesting graphics to engage them. If space permits, provide comfortable chairs to encourage prospects to linger.

***Identify key prospects and invite them:*** Mail your customers and prospects complimentary tickets to the exhibits, often available free from show management. Call and remind them to stop by your stand. Be sure to pique their interest by telling them about new products or services.

***Merchandise your show participation:*** Include tag lines in your ads such as: "See us at stand 1525 at Widgets Expo". Include free exhibit passes with your inquiry response materials. Write a press release explaining new products or services to be introduced at upcoming shows. Publish an article in your company newsletter listing trade shows and conferences you plan to exhibit at.

***Train your exhibit staff before each show:*** They need to know what is expected of them. They also need to have detailed information about any new products, services or company policies being announced.

***Design a custom lead form:*** Be sure to include questions designed to qualify your prospects by determining the immediacy of their needs, purchasing authority, budgetary situation, etc.

## Show-time

**Create a unique identity:** Matching blazers or T-shirts will identify your people to prospects who need information or assistance.

**Offer samples or premiums if appropriate:** Merchandise your traffic-building giveaways through pre-show mailings. For example, include the cap portion of a high-quality pen in a pre-show mailing that invites customers and prospects to pick up the rest of the pen at your stand.

**Provide live or video demonstration:** This will draw attendees to your stand and help them learn more about your company's products or services. It also allows you to effectively communicate to a number of prospects at once.

**Record all prospect information:** Encourage your people to record everything they can learn about the prospect's needs and applications. Stress the importance of getting phone numbers, fax numbers and email addresses whenever possible. Consider awarding prizes or special awards to your exhibit staff for the most completed leads turned in on each shift.

## Post-show

**Send requested literature or samples immediately:** Have literature ready to go before you head to the show and send the requested material to prospects within 24 hours. Fast response is your second opportunity to get a jump on the competition and make a favourable impression.

**Include a teaser:** Something like "requested information from widgets expo" works well to get the package past the assistant (or wastebasket) and into the prospect's hands.

**Help your prospect take the next step:** Make sure your literature packages make it easy for prospects to take the next step by including "where-to-buy" details, including the names, addresses, phone and fax numbers and email addresses of your sales offices, dealers or distributors.

**Follow up:** Your goal is to build sales-winning relationships with your prospects and further qualify them. Telemarketing and direct mail (including email) are cost-effective and efficient ways to do this.

**Track your leads through to the sale:** Did the qualified prospects buy? How much? Use the answers to demonstrate to management the show's return on investment, and to increase the odds of show budget approval next year.

**Complete a critical evaluation:** After each show, look at what went well; what didn't. Critique each aspect of the show and ask salespeople and other participants for comments. Give special attention to the feedback pertaining to lead quality. This information will help you maximize the effectiveness of future show efforts.

MH "Mac" McIntosh is a business-to-business sales and marketing consultant and marketing speaker. He is president of Mac McIntosh Incorporated, a sales and marketing consulting firm specializing in helping companies get more high-quality sales leads and turn them into sales.

## 2009 SME AWARDS AND COMPETITIONS

Have you come up with a unique business idea, but need additional funding or exposure to really get it off the ground? Why not enter a small business award?

Please note that many of these awards have not as yet opened for entries. Sending in too early will no doubt see your entry consigned to the bin. Do your research and find out exactly what the judges want and when you can start submitting the necessary documents.

### **Eat In RMB Private Bank Small Producer Awards**

The awards recognise small independent food producers and retailers.

**Categories:** Best new product award and runner up, small producers (six categories and 10 awards), outstanding outlet and/or market in each region (four regions and eight awards), food heritage, organic innovation awards.

**Open to:** Any micro, mini and small individual food producers (employing less than 50 people), food-related retail outlets (no restaurants), food market organizers, small farmers, individual(s) making grocery or condiment items from home, community projects/organisations farming food or producing food-related products.

**Deadline:** Online voting from 1 February to 1 June 2009.

**Prizes:** Winners are showcased in an editorial feature in *Eat In* magazine, as well as on the Eat In website throughout the year. Other prizes and media opportunities will be announced later.

**Info:** Nina, (021) 439-9255 or visit [www.eat-in.co.za](http://www.eat-in.co.za)

### **Southern Africa Social Entrepreneurship (SASE) Awards**

This new award will celebrate and recognize models of excellence in the social entrepreneurship field.

**Categories:** Woman Social Entrepreneur Award, Youth Social Entrepreneur Award, Pinnacle Award and Emerging Social Entrepreneur Award.

**Open to:** Social entrepreneurs resident in Lesotho, Swaziland, Namibia, South Africa, Zambia and Zimbabwe.

**Deadline:** February 2009 for Pinnacle and Emerging Social Entrepreneur Awards and October 2009 for all the 2010 Awards.

**Prizes:** To be confirmed.

**Info:** Pamela Ndoro, (011) 326-2736 or [SASE@ashoka.org.za](mailto:SASE@ashoka.org.za)

### **Shoprite Checkers/SABC2 Woman of the Year Award**

This award was re-launched in February 2009.

**Info:** (021) 980-4285/1570 or visit [www.womanoftheyear.co.za](http://www.womanoftheyear.co.za). Information is also available in stores.

### **Ernst & Young World Entrepreneur Awards**

These awards celebrate entrepreneurs who are building and leading successful, dynamic businesses.

**Categories:** Best Entrepreneur Award, Emerging Entrepreneur Award, Social Entrepreneur and a Lifetime Achievement Award.

**Open to:** To view the criteria visit [www.ey.co.za](http://www.ey.co.za).

**Deadline:** May 2009.

**Prizes:** Social entrepreneur finalists are invited to the Social Economic Forum in Cape Town in 2009.

**Info:** [www.ey.com](http://www.ey.com).

### **SAB KickStart Awards**

The aim of the awards is to promote business awareness, help participants develop business skills and provide start-up grants.

**Categories:** Business of the Year Award and Business Development Award.

**Open to:** Previously disadvantaged youth (18 to 25 years old) who want to start or grow their own business.

**Deadline:** June 2009.

**Prizes:** Cash prizes of between R60,000 and R200,000 per winner, as well as business mentorship and publicity.

**Info:** [www.sabkickstart.co.za](http://www.sabkickstart.co.za).

### **Africa SMME Awards**

The Africa SMME Awards aim to support and showcase Africa's finest entrepreneurial achievements in the SMME sector.

**Categories:** Six categories: industrial, trade, service, best new business, most innovative and young enterprise.

**Open to:** Any new business with less than 200 employees and a turnover of between R40,000 and R10-million, resident and registered in Africa, in active operation for at least two years and not a branch.

**Deadline:** 31 July 2009.

**Prizes:** Media coverage and other prizes still to be confirmed.

**Info:** (021) 914-6778, [dina@africagrowth.com](mailto:dina@africagrowth.com) or visit [www.africagrowth.com](http://www.africagrowth.com).

### **702 Small Business Awards with Softline Pastel**

Talk Radio 702 and Softline Pastel launched these awards in 2008 to acknowledge the economic contributions made by small business owners.

**Categories:** Small Business Awards nominees must comply with the definition of a "small business" as contained in the National Small Business Act, 102 of 1996.

**Open to:** All small businesses except franchises, church/religious-based businesses and businesses selling drugs, alcohol and sex. The determining factor is the customer experience or quality of service.

**Deadline:** August 2009.

**Prizes:** Advertising contract on Talk Radio 702 for the winner, Pastel Small Business Starter Pack (accounting software/payroll software/legal software) for the top three finalists.

**Info:** [Andrea.Berelowitz@pastel.co.za](mailto:Andrea.Berelowitz@pastel.co.za) or visit [www.702.co.za](http://www.702.co.za).

### **Business Partners Entrepreneur of the Year ® Award**

Business Partners clients compete across different sectors to become their region's Entrepreneur of the Month and the winners then go on to battle it out for regional honours and finally one national Entrepreneur of the Year is chosen.

**Categories:** There are no specific categories but the organizers aim to include finalists from each of their core industry focus areas that include start-ups, youth entrepreneurs, women, black entrepreneurs and general. Business Partners look at the percentage growth in the business in an attempt to make the judging process fair.

**Open to:** Business Partners clients only.

**Deadline:** August 2009.

**Prizes:** Cash prizes, trophies, certificates for regional awards, celebratory function worth R50,000 for national winner, as well as cash prizes, mentorship programme and media coverage worth another R50,000.

**Info:** [www.eoy.co.za](http://www.eoy.co.za).

### **Enablis LaunchPad Business Plan Award**

This is the biggest business plan competition ever run on the African continent.

**Categories:** Include manufacturing, construction, agriculture, tourism, transport and logistics, IT, media, marketing and communication, "green" business, personal services and business and professional services.

**Open to:** The competition is open to all entrepreneurs who are South African citizens, permanent residents and over the age of 18 with business ideas, and those wishing to expand their existing businesses.

**Deadline:** September 2009.

**Prizes:** R50-million in potential funding, as well as extensive media coverage and mentorship.

**Info:** Debbie, 072 370 4952 or visit [www.launchpad2009.biz](http://www.launchpad2009.biz).

### **Enterprise of the Year**

The Enterprise of the Year competition, under the auspices of the AHI (Afrikaanse Handelsinstituut) and in conjunction with Old Mutual, is aimed at creating, sustaining and celebrating profitable entrepreneurship, uniqueness and exceptional service.

**Categories:** Small Business and Open.

**Open to:** Small businesses with an annual turnover of up to R15-million, although there is also an open category for businesses with an annual turnover of over R15-million.

**Deadline:** 15 August 2009.

**Prizes:** Cash prizes, certificates and national media exposure in Rapport and on Ontbytsake.

**Info:** (021) 509-9111 or visit [www.oldmutual.co.za](http://www.oldmutual.co.za)

**Source:** Your Business, December 2008/January 2009

## **BUSINESS PARTNERS WOMEN'S FUND**

### **Women to Women Financing new and existing women entrepreneurs**

Statistics indicate that female entrepreneurs are fast becoming significant contributors to the South African economy as business owners and job creators. The aim of the Business Partners Women's Fund is to help women reach their full economic potential in a society which has previously discriminated against them on gender. Many women are starting and expanding sustainable businesses and the Business Partners Women's Fund is enabling them through finance and mentoring. By dedicating a fund that assists women entrepreneurs to own and grow their own small and medium businesses, Business Partners wants to unlock economic growth and empower women.

### **Advantages on offer for women**

The Business Partners Women's Fund is managed by a specialist team of women who understand finance, as well as the personal challenges which women experience daily.

Women who propose sustainable business ideas or want to expand their existing enterprises on an independent level can apply. Each woman is considered on her individual vision and strength and can expect favourable criteria such as limited own contribution, flexible interest rates, as well as individually negotiated repayment terms.

Whether it be a need for finance, information, markets, a network base or mentors, the Business Partners Women's Fund creates a women-friendly environment where women receive assistance.

### **Target market and investment size**

Women with a 25.1% - 49.9% ownership (female engendered) or 50% - 100% ownership (female owned) who require an investment ranging from R250,000 to R5 million can apply for funding.

### **Business plan**

The Business Partners Women's Fund will facilitate the process of producing a business plan to be submitted as part of an application and will offer valuable advice where needed. A free business planning model is accessible on the Business Partners website at [www.businesspartners.co.za](http://www.businesspartners.co.za). Where Business Partners Mentors compile a business plan, a fair price will be offered.

### **Investment criteria**

Applications for investment financing through the Business Partners Women's Fund are assessed primarily on business viability and risk, as well as on the vision, integrity, drive, skills and experience of the entrepreneur.

Should a business be considered to be viable, a customized investment structure and added-value solution is developed. Investment finance applications are considered from women who show full commitment by way of their personal contribution towards the business venture. Each application is structured on an individual deal by deal basis with the principal criterion being a fair deal for both parties.

### **Repayment of investments**

In consultation with the entrepreneur, the appropriate repayment period is established during the initial negotiations. The repayment period is usually five years up to a maximum period of ten years. A realistically projected and agreed cash flow for the business determine the individualized repayment terms of interest, capital and royalties. Sometimes in structuring a deal, Business Partners acquires a minority shareholding. The entrepreneur always has a right of first refusal to acquire these shares at market value.

### **The Business Partners Women's Fund difference**

Business Partners has been investing in entrepreneurs for more than twenty-six years and is the investment partner of choice for women in the SME market.

The Business Partners Women's Fund risk financing model is internationally regarded as highly innovative and ideal for use in a developing economy. Similarly, the Business Partners due diligence process is thorough, tried and tested, gender sensitive and often exposes inherent risks in a deal. However, this is no guarantee for success and it is ultimately the skills and dedication of the entrepreneur that determines the level of success.

Some of the many services on offer to assist and enable women include:

- Easy access through a nationwide network of offices.
- A range of free information leaflets, available at all Business Partners offices.
- A free initial consultation for entrepreneurs with a viable business plan at any Business Partners office.
- The best expertise and experience in the small and medium enterprise sector that South Africa has to offer.
- Personal service from a team of dedicated female portfolio managers.
- A database of over 500 business consultants, mentors and sector specialists available to women.
- A property brokering service to assist entrepreneurs in finding rental premises or suitable properties to purchase for their businesses.
- A property management service for entrepreneurs who need to manage their own large premises or require intensive management of their investment premises.

For more information and a full list of offices, please visit the Business Partners website ([www.businesspartners.co.za](http://www.businesspartners.co.za)).

**Source: [www.businesspartners.co.za](http://www.businesspartners.co.za)**

## BECOME AN INSPIRED ENTREPRENEUR

*Author and coach Nick Williams reveals the eight obstacles that squash our entrepreneurial dreams in the hope that we will see them coming and learn to avoid or overcome them...*

*Williams spoke at the University of Cape Town's Graduate School of Business sharing the lessons learnt when he made the decision to leave his job and start out on his own.*

*According to Williams, there are some fundamental differences between traditional entrepreneurs and inspired entrepreneurs; though both may be successful in the work they do. Traditional entrepreneurs, he believes, look at the market first in an effort to identify what's hot and where the gaps may be. Inspired entrepreneurs, however, look inward and ask themselves what they feel called to do. Then they look outward and find ways to create a market for their calling. "Both could land up with successful businesses, but would have come at it from very different angles," he explains.*

*Williams believes inspired entrepreneurs have four guiding passions:*

1. ***Making a living with integrity:*** *Making money isn't the primary motivation for inspired entrepreneurs, though they do of course understand the necessity of earning a living. As Williams explains it: "They want to be paid for their work, but don't want to be paid to work."*
2. ***Self-growth and a curiosity about their potential:*** *Williams believes the idea that we can be anything we want to be, is a myth. "I think we are born with the seeds of who we are and our job is to bring these to fruition. We often try to mould ourselves into who we think we should be, rather than discover who we truly are," he explains. Inspired entrepreneurs strive to find out who they truly are.*
3. ***To serve and make the world a richer place:*** *Building a business may be the way you change the world, Williams says. So don't let the guilt of actually making money doing what you love to do stop you from developing your dream.*
4. ***The desire to lead an inspiring lifestyle:*** *Williams believes that it's possible to get to a place where success doesn't come out of sacrifice. Instead we work from a higher energy position, because we are doing what we love to do, and make time for what is meaningful to us, whether it is a holiday, more time with the family etc.*

*There are obstacles that prevent us from taking up the entrepreneurial journey, many of which are of our own making and exist only in our minds. Here are the eight Williams has identified:*

1. ***Inner resistance:*** Williams describes our inner resistance as the “inertia that we all feel as we start moving closer to our heart’s dream”. This resistance may make us think that we should wait until our children are older before we pursue our dream, or that we should study further. These thoughts divert our attention. “Be aware that resistance operates within all of us and if you don’t realize that it is happening, it will wipe you out,” advises Williams.
2. ***Few or no entrepreneurial heroes and heroines that we can aspire to:*** “Many people look around and say I don’t know anyone like me, which can be a big dream killer,” Williams says. A fear of going off the conventional career path is exacerbated because we don’t have examples of people like us that have chosen this route. Williams advises finding like-minded people who have gone the entrepreneurial route, no matter the industry to give us tips, confidence and encouragement and to cheer us on.,
3. ***Fear of being a pioneer in your work or life and fear of failing:*** Many of us are afraid of doing something we haven’t done before, explains Williams. Throw in a deep fear of failure and we can become paralysed. “But in my experience, failure and not getting things right is part of the journey. So we have to be prepared to do the rehearsals to get to a position of artistry in what we’re doing. So if you want to be a writer, start writing.”
4. ***You don’t believe you can - or should - make money from doing what you love:*** Many inspired entrepreneurs find it very difficult to value themselves and ask for money for the work they do. “Most of us believe we can only have love or money; we can do something we love and make no money, or do something we hate and make a lot of money.” Having to ask for money is a big threshold for many to cross. To overcome this Williams advises thinking of the people whose company you are grateful for and with whom you are happy to spend money; then imagine those people being equally happy to spend money for your own products or services.

5. ***You have great ideas but don't know how to bring them to fruition:*** A lot of our resistance to going the entrepreneurial route is based on fear. But another element, not knowing how to do something, can also hold us back. "If you've never run a business before, you probably don't know how to take your idea and turn it into something that generates an income. But if you talk to someone else who is already up and running, suddenly the world opens up to you because you can see how it's done," Williams explains. He points out that we will need to acquire skills, but these can often be learnt along the way. "Do what you love, get really good at it and get really intelligent and skilful at it and the money will come. It doesn't just happen automatically. You don't need to learn at the beginning, but you do need to learn the skills as you go."
6. ***You've only ever been employed and few of your friends are business owners:*** As we approach significant change, our mind may take over and make us ask why we don't just stay where we are, says Williams. Climbing the corporate ladder may have taken time and energy, but Williams reminds us that the experience gained will never be lost. "Whatever you've learnt, you will probably use somewhere along the way. And you will be amazed at what you have learnt so far and how you can recycle it."
7. ***You've received erroneous opinions from people you respect and love:*** "The world is full of dream bashers. And often they are the people who are really close to us and love and care about us," says Williams. But his answer to their doubts is simple: "When embarking on a journey don't ask the route from someone who has never left home." Williams still advises getting advice, but believes many of us make the mistake of approaching people who we know will knock our idea or won't be able to understand why we want to head out on our own. He advises approaching people that have trod the path we intend taking, and to filter out the bits of advice that will be useful.
8. ***You haven't understood the importance of baby steps and incremental growth:*** Williams says that one of our biggest inhibitors is that we choose to focus on the gap between where we are and where we want to be. This divide often appears insurmountable and stops us from moving forward. Or we take a few steps and then stop because we don't seem to be making any real headway. "The truth is that every step, however small, moves us forward and builds on the step before," he says. "So think big, and keep your mind on your ultimate goals - but act small." Act regularly so that it becomes part of your make-up and builds momentum as you move towards your ultimate goal.

**Source:** *Your Business*, December 2008/January 2009

KEY TO EVENTS		
Events in Johannesburg	Events in Cape Town	Events in KZN
Events in the Eastern Cape		Events in the Free State
Events in Mpumalanga and Limpopo		Events in Pretoria

**MAY 2009 – WEEK 1**

Monday (04/05)	Tuesday (05/05)	Wednesday (06/05)	Thursday (07/05)	Friday (08/05)
Brilliant Business Writing Skills, Cape Town, (011) 704-0720/4		Making a Positive Difference @ Work, Pretoria, (011) 704-0720/4	Return on Training Investment, Durban, (021) 685-0451	Assertiveness, Cape Town, (011) 678-2443
The National Credit Act, Johannesburg, 0861 BIZTECH			Service Leadership & Performance, Cape Town, (021) 462-7902	
Professional Switchboard, Reception & Frontline Skills, Johannesburg, 0861 BIZTECH		Communication & Presentation Skills, Johannesburg, (011) 678-2443		Performance Management – Unlocking Productivity, Johannesburg, (011) 485-2150
Effective Business Writing Skills, Johannesburg, (011) 678-2443			Interviewing & Selecting for Results, Johannesburg, (011) 485-2150	Quality Management, Cape Town, 086 111 VETTA (83882)
Conflict Management & Negotiation Skills, Cape Town, (011) 678-2443				
Finance for Non-Financial Managers, Cape Town, (021) 462-7902				
Managing Your Time, Durban, (011) 442-4334	Managing Time for Results, Johannesburg, (011) 704-0720/4	SETA grants and funding system, Durban, (021) 685-0451	Project Management for Non-Project Managers, Durban, (011) 704-0720/4	
	Project Management, Durban, (011) 678-2443			Quality Management, Johannesburg, 086 111 VETTA (83882)
Situational Leadership, Cape Town, (011) 442-4334		Practical Skills for Office Managers/Team Leaders, Johannesburg, 0861 BIZTECH		
	Introduction to ISO 9001, Cape Town, (021) 872-7322	An Introductory Course on Impact Assessment, Pretoria, (012) 997-6059		
	Psychology of Sales, Cape Town, (021) 465-1586	Business Communication & Report Writing, Johannesburg, 0861 ASTROT (0861 278768)		
		The PA MBA, Johannesburg, 0861 BIZTECH		
	Situational Leadership, Durban, (011) 442-4334	HIV/AIDS Workplace Management, Johannesburg, (011) 678-2443		
	People Management Skills for New Managers, Johannesburg, (011) 431-1533	Finance for Non-Financial Managers, Pretoria, (011) 704-0720/4		
	Master Negotiation and Influencing Skills, Johannesburg, (011) 726-3040	Supervisory Skills, Johannesburg, (011) 704-0720/4		
		Complete Guide to Meetings and Minute Taking, Cape Town, (011) 431-1533		
	Digital Tools for Executives and Managers, Cape Town, (021) 918-4467	Basic Principles of Accounting, Cape Town, (016) 986-3888		
		Introduction to ISO 9001, Johannesburg, 082 454 5817	Implementating and Maintaining ISO 9001, Johannesburg, 082 454 5817	
		Implementing and Maintaining ISO 9001, Cape Town, (021) 872-7322		
		Presentation Skills, Cape Town, (016) 986-3888		
		Understanding BEE, Cape Town, (021) 761-7200	Psychology of Sales, Port Elizabeth, (021) 465-1586	
	The Supervisor, Cape Town, 086 111 VETTA (83882)	Understand the NQF's New Occupational Learning System, Johannesburg, (011) 726-3040		
	The Manager, Johannesburg, 086 111 VETTA (83882)			

		Leading in Difficult Times, Johannesburg, (011) 771-7000	Telephone Skills and E-mail Correspondence, Cape Town, 086 111 VETTA (83882)	
		Innovative On-Boarding (Induction & Orientation) Practices for Organisations, Cape Town, (021) 979-5172		
		Maximizing Employee Retention, Johannesburg, (011) 726-3040	Telephone Skills & Email Correspondence, Johannesburg, 086 111 VETTA (83882)	
	Project Management, Pretoria, (011) 678-2443			
		Service Level Agreements, Johannesburg, (011) 726-3040	Talent Management and Succession Planning, Cape Town, (021) 979-5172	
			The PA MBA, Johannesburg, 0861 BIZTECH	

**MAY 2009 – WEEK 2**

<i>Monday (11/05)</i>	<i>Tuesday (12/05)</i>	<i>Wednesday (13/05)</i>	<i>Thursday (14/05)</i>	<i>Friday (15/05)</i>
Team Building, Durban, (011) 678-2443	Unleashing the Law of Attraction, Johannesburg, (011) 678-2443	Leadership Series (2): Leading Teams in Tough Times, Cape Town, (021) 685-7726	Time Management, Cape Town, (011) 678-2443	Stress Management, Johannesburg, (011) 678-2443
Minute Taking for Meetings, Cape Town, (011) 704-0720/4	Perfect Presentation Skills, Pretoria, (011) 704-0720/4		The Professional Receptionist, Johannesburg, (011) 431-1533	Coaching & Mentoring, Cape Town, 086 111 VETTA (83882)
The Secrets of Debt Collection Success, Johannesburg, 0861 BIZTECH		Emotional Intelligence: The Key to Personal Effectiveness and Effective Leadership, Johannesburg, 0861 ASTROT (0861 278768)		
Supervisory Management, Johannesburg, (011) 678-2443			Managing and Working with Change, Johannesburg, (011) 485-2150	Business Professionalism and Competency, Johannesburg, (011) 485-2150
	Leadership series (1): Building Mental Resilience for Tough Times, Cape Town, (021) 685-7726	The Fundamentals of learnership /bursary management in the organisation, Port Elizabeth, (021) 685-0451	Strategic Planning Models and Approaches, Port Elizabeth, (021) 685-0451	Professional Business Behaviour, Cape Town, 086 111 VETTA (83882)
	Diversity Management, Johannesburg, (011) 678-2443		Professional Report Writing Skills, Johannesburg, (011) 704-0720/4	
	Complete Guide to Meetings and Minute Taking, Johannesburg, (011) 431-1533		Supervisory Skills, Cape Town, (011) 704-0720/4	
	Project Management for Non-Project Managers, Cape Town, (011) 704-0720/4		Quality Customer Service, Johannesburg, (011) 704-0720/4	
			Credit Risk Management, Johannesburg, (016) 986-3888	
	Effective Business Writing Skills, Durban, (011) 678-2443			Coaching & Mentoring, Johannesburg, 086 111 VETTA (83882)
	HR Management Workshop, Johannesburg, (011) 312-3147			
Interpersonal Influence: Working with Social Styles, Benoni, (011) 442-4334	Supervisory Management, Cape Town, (011) 678-2443			
Management Programme for NPOs, Cape Town, (021) 918-4344				
Asset & Stock Management, Pretoria, (012) 343-0771	Emotional Intelligence at Work, Benoni, (011) 442-4334			
The National Credit Act, Durban, 0861 BIZTECH	Management 1, Benoni, (011) 442-4334			
	Managing Change in Project Environments, Johannesburg, (011) 447-7077		Customer Service, Cape Town, 086 111 VETTA (83882)	Professional Business Behaviour, Johannesburg, 086 111 VETTA (83882)
Internal Quality Auditing, Johannesburg, 082 454 5817				

**MAY 2009 – WEEK 2 (continued)**

<i>Monday (11/05)</i>	<i>Tuesday (12/05)</i>	<i>Wednesday (13/05)</i>	<i>Thursday (14/05)</i>	<i>Friday (15/05)</i>
	Internal Quality Auditing, Cape Town, (021) 872-7322			
	Stock Control, Cape Town, 086 111 VETTA (83882)	Difficult Discussions: The Right Way, the Right Time, the Right Results, Johannesburg, 0861 ASTROT (0861 278768)		
	Stock Control, Johannesburg, 086 111 VETTA (83882)	Finance for Non-Financial Managers, Cape Town, (021) 761-7200		
		Understand the NQF's New Occupational Learning System, Durban, (011) 726-3040		
Contract Law, Johannesburg, (011) 771-7000				
		Junior Office Support, Cape Town, 086 111 VETTA (83882)	Customer Service, Johannesburg, 086 111 VETTA (83882)	
		Junior Office Support, Johannesburg, 086 111 VETTA (83882)	Innovative On-Boarding (Induction & Orientation) Practices for Organisations, Johannesburg, (021) 979-5172	
		Brilliant Customer Care, Johannesburg, (011) 787-6781		
	The Balanced Scorecard, Johannesburg, (011) 726-3040			
		Office Management NQF5, Cape Town, (021) 910-2827		
		Maximizing Employee Retention, Johannesburg, (011) 726-3040		
	Service Level Agreements, Johannesburg, (011) 726-3040			

**MAY 2009 – WEEK 3**

<i>Monday (18/05)</i>	<i>Tuesday (19/05)</i>	<i>Wednesday (20/05)</i>	<i>Thursday (21/05)</i>	<i>Friday (22/05)</i>
Minute Taking for Meetings, Durban, (011) 704-0720/4	Negotiating for Results, Pretoria, (011) 704-0720/4		Strategic Planning Models and Approaches, East London, (021) 685-0451	Effective Sales, Johannesburg, (011) 678-2443
Diversity Management, Durban, (011) 678-2443		The Fundamentals of learnership /bursary management in the organisation, East London, (021) 685-0451	Succeeding as a first time Supervisor, Johannesburg, 9011) 485-2150	Coaching and Mentoring in the Workplace, Johannesburg, (011) 485-2150
Key Elements of Successful Newsletters, Johannesburg, 0861 BIZTECH				
Observation, Insight and Intervention: Developing a new discipline for facilitating change, Cape Town, (021) 462-3902		Effective Business Writing Skills, Cape Town, (011) 678-2443		
18 May – 23 November: Management Advancement Programme CT6, Cape Town, (021) 462-7902				
Avoid the Stress Mess, Cape Town, (011) 485-2150	Professional Development for Secretaries and PA's, Johannesburg, (011) 431-1533		EQ in Leadership, Johannesburg, (011) 704-0720/4	
			Telephone Excellence, Johannesburg, (011) 704-0720/4	
Interpersonal Skills, Cape Town, 086 111 VETTA (83882)	Perfect Presentation Skills, Durban, (011) 704-0720/4		Problem Solving and Decision Making, Durban, (011) 442-4334	
	Project Management, Johannesburg, (011) 678-2443			
Situational Leadership, Benoni, (011) 442-4334		People Management for New Managers, Johannesburg, 0861 ASTROT (0861 278768)		
Interpersonal Skills, Johannesburg, 086 111 VETTA (83882)	More Hours in Your Day, Cape Town, (011) 485-2150	The Ultimate Sales Manager, Johannesburg, 0861 ASTROT (0861 278768)		
		Finance for Non-Financial Managers, Cape Town, 0861 ASTROT (0861 278768)		
Implementing and Maintaining PRP's, Cape Town, (021) 872-7322		Finance for Non-Financial Managers, Johannesburg, 0861 ASTROT (0861 278768)		

**MAY 2009 – WEEK 3 (continued)**

<i>Monday (18/05)</i>	<i>Tuesday (19/05)</i>	<i>Wednesday (20/05)</i>	<i>Thursday (21/05)</i>	<i>Friday (22/05)</i>
Management Advancement Programme, Cape Town, (021) 462-7902	Psychology of Sales, Johannesburg, (021) 465-1586	How to avoid the CCMA and Labour Courts, Johannesburg, 0861 ASTROT (0861 278768)	Manager's Mistakes, Cape Town, (011) 485-2150	Sell – Don't Tell, Cape Town, (011) 485-2150
Minute Taking, Port Elizabeth, 086 111 VETTA (83882)	Time Management & Effective Meetings, Cape Town, 086 111 VETTA (83882)	The Psychology of Customer Service, Cape Town, (011) 485-2150	Professional Development for Secretaries and PA's, Cape Town, (011) 431-1533	
	Conscious Career Strategies for Women, Cape Town, (021) 918-4344		Company Tax for Small to Medium Size Businesses, Johannesburg, (016) 986-3888	
	Fatigue Management, Johannesburg, (016) 986-3888			
	Customer Service, Port Elizabeth, 086 111 VETTA (83882)	Introduction to ISO 22000, Cape Town, (021) 872-7322	Psychology of Sales, Durban, (021) 465-1586	
Train the Trainer, Cape Town, (021) 761-7200				
	Time Management & Effective Meetings, Johannesburg, 086 111 VETTA (83882)	Strategic Management & Measurement, Cape Town, 086 111 VETTA (83882)	Recruitment, Selection & Interviewing Skills, Cape Town, 086 111 VETTA (83882)	
		Strategic Management & Measurement, Johannesburg, 086 111 VETTA (83882)	Recruitment, Selection & Interviewing Skills, Johannesburg, 086 111 VETTA (83882)	
	Innovative Coaching and Mentoring Practices for Managers, Cape Town, (021) 979-5172		Remuneration Strategy and Salary Structuring, Johannesburg, (011) 726-3040	
	Proposal Writing and Fundraising, Cape Town, (021) 797-6226		Innovative Retention Strategies for Generation X and Y, Cape Town, (021) 979-5172	
		Junior Office Support, Port Elizabeth, 086 111 VETTA (83882)		
		Management & Leadership Development, Johannesburg, (011) 678-2443		
			Effective Project Management, Johannesburg, (011) 726-3040	
		Project Management, Cape Town, (011) 678-2443		
		Conflict Management & Negotiation Skills, Johannesburg, (011) 678-2443		
			The Supervisor, Port Elizabeth, 086 111 VETTA (83882)	
		Confidential Information Management NQF5, Johannesburg, (021) 910-2827		

**MAY 2009 – WEEK 4**

<i>Monday (25/05)</i>	<i>Tuesday (26/05)</i>	<i>Wednesday (27/05)</i>	<i>Thursday (28/05)</i>	<i>Friday (29/05)</i>
Finance for Non-Financial Managers, Cape Town, (011) 704-0720/4		Project Management for Non-Project Managers, Johannesburg, 0861 ASTROT (0861 278768)		
	Finance for Non-Financial Managers, Johannesburg, (011) 678-2443		Mentoring & Coaching, Durban, (011) 678-2443	
	People Management, Pretoria, (011) 704-0720/4		Brilliant Business Writing Skills, Pretoria, (011) 704-0720/4	
		Advanced Project Management, Johannesburg, (011) 678-2443		
	Manager's Mistakes, Johannesburg, (011) 485-2150	Minute Taking for Meetings, Johannesburg, (011) 704-0720/4	Understand the NQF's New Occupational Learning System, Cape Town, (011) 726-3040	

**MAY 2009 – WEEK 4 (continued)**

<i>Monday (25/05)</i>	<i>Tuesday (26/05)</i>	<i>Wednesday (27/05)</i>	<i>Thursday (28/05)</i>	<i>Friday (29/05)</i>
	Presenting with Confidence, Johannesburg, (011) 431-1533			
	Supervisory Management, Durban, (011) 678-2443			
Situational Selling, Benoni, (011) 442-4334	Telesales, Cape Town, 086 111 VETTA (83882)	Dealing with Incapacity (Poor Performance & Absenteeism), Cape Town, (021) 685-7726	Leadership, Influence & Delegation Skills, Cape Town, 086 111 VETTA (83882)	
HACCP Team Training, Cape Town, (021) 872-7322		The Psychology of Customer Service, Johannesburg, (011) 485-2150	Leadership, Influence & Delegation Skills, Johannesburg, 086 111 VETTA (83882)	
	Telesales, Johannesburg, 086 111 VETTA (83882)			
		Project Management for Non-Project Managers, Cape Town, 0861 ASTROT (0861 278768)		
		Management & Leadership Development, Durban, (011) 678-2443		
		Internal Consulting, Cape Town, (021) 462-7902		
	Diploma in Labour Law, Cape Town, (021) 761-7200			
		Complaint Handling & Conflict Management, Cape Town, 086 111 VETTA (83882)	Innovative Coaching and Mentoring Practices for Managers, Johannesburg, (021) 979-5172	
		Complaint Handling & Conflict Management, Johannesburg, 086 111 VETTA (83882)		
		Benchmarking, Johannesburg, 086 111 VETTA (83882)		
	Talent Management Conference, Johannesburg, (011) 771-7000			
	Talent Management and Succession Planning, Johannesburg, (021) 979-5172			
		Management & Leadership Development, Durban, (011) 678-2443		
		Finance for Non-Financial Managers, Johannesburg, 0861 ASTROT (0861 278768)		
	Competency-Based Recruitment and Selection, Johannesburg, (011) 726-3040			
		Internal Consulting Skills Programme, Cape Town, (021) 462-7902		
	Strategic Management for Managers NQF5, Johannesburg, (021) 910-2827			

**JUNE 2009 – WEEK 1**

<i>Monday (01/06)</i>	<i>Tuesday (02/06)</i>	<i>Wednesday (03/06)</i>	<i>Thursday (04/06)</i>	<i>Friday (05/06)</i>
Managing Time for Results, Pretoria, (011) 704-0720/4	Sell – Don't Tell, Johannesburg, (011) 485-2150	The Fundamentals of learnership/ bursary management in the organisation, Nelspruit, (021) 685-0451	Strategic Planning Models and Approaches, Nelspruit, (021) 685-0451	Assertiveness, Durban, (011) 678-2443
Brilliant Business Writing Skills, Durban, (011) 704-0720/4	Business Writing: The Unwritten Rules, Johannesburg, 0861 BIZTECH			
Mastering Confidence, Influence and Assertiveness Skills, Johannesburg, 0861 BIZTECH	Graphs, Statistics and Numerical Reporting for PA's and Administrators, Johannesburg, 0861 BIZTECH	Effective Use of the Telephone, Johannesburg, (011) 485-2150	Perfect Presentation Skills, Johannesburg, (011) 704-0720/4	Mentoring & Coaching, Johannesburg, 9011) 678-2443
The Complete PA: Step Up and Stand Out, Johannesburg, 0861 BIZTECH		Managing Time for Results, Durban, (011) 704-0720/4	Supervisory Management Skills, Cape Town, (021) 685-7726	On-Boarding Practices for New Managers: The First 100 Days, Cape Town, (021) 979-5172
		Corporate Budgeting for Managers, Johannesburg, 0861 ASTROT (0861 278 768)		
The 3-day MBA, Johannesburg, 0861 ASTROT (0861 278 768)				
Bridging the Gap: From Technical Person to Successful Salesperson, Johannesburg, 0861 ASTROT (0861 278 768)			Reception & Email Correspondence, Cape Town, 086 111 VETTA (83882)	Telephone Debt Collecting & Email Correspondence, Cape Town, 086 111 VETTA (83882)
Supervisory Management, Cape Town, (011) 678-2443		Managing Absenteeism in the Workplace, Cape Town, (021) 761-7200	Reception & Email Correspondence, Johannesburg, 086 111 VETTA (83882)	Telephone Debt Collecting & Email Correspondence, Johannesburg, 086 111 VETTA (83882)
Project Management, Durban, (011) 678-2443			Business Writing for Office Professionals, Johannesburg, (011) 431-1533	Reception & Email Correspondence, Durban, 086 111 VETTA (83882)
Effective Business Writing Skills, Johannesburg, (011) 678-2443		Quality Customer Service, Pretoria, (011) 704-0720/4		
Unleashing the Law of Attraction, Johannesburg, (011) 678-2443		The Tea Lady, Cape Town, 086 111 VETTA (83882)	Implementing and Maintaining BRC, Cape Town, (021) 872-7322	
Competency-Based Recruitment and Interviewing Skills, Cape Town, (021) 979-5172				
		Employee Absenteeism & Grievance Procedures, Cape Town, 086 111 VETTA (83882)		
		The Tea Lady, Johannesburg, 086 111 VETTA (83882)		
		Employee Absenteeism & Grievance Procedures, Johannesburg, 086 111 VETTA (83882)		
		The Tea Lady, Durban, 086 111 VETTA (83882)		
		Employee Absenteeism & Grievance Procedures, Durban, 086 111 VETTA (83882)		

**JUNE 2009 – WEEK 2**

<i>Monday (08/06)</i>	<i>Tuesday (09/06)</i>	<i>Wednesday (10/06)</i>	<i>Thursday (11/06)</i>	<i>Friday (12/06)</i>	
Team Building, Johannesburg, (011) 678-2443	More Hours in Your Day, Johannesburg, (011) 485-2150	The Psychology of Customer Service, Durban, (011) 485-2150	Strategic Planning Models and Approaches, Bloemfontein, (021) 685-0451	Time Management, Durban, (011) 678-2443	
Conflict Management, Benoni, (011) 442-4334	Conflict Management, Durban, (011) 485-2150	Stand Up, Speak Out and Win, Johannesburg, (011) 485-2150		Communication Skills, Cape Town, (021) 761-7200	
More Hours in Your Day, Durban, (011) 485-2150	Project Management for Non Project Managers, Johannesburg, (011) 704-0720/4		Manager's Mistakes, Durban, (011) 485-2150		
Masterminding the Perfect Business Function or Event, Johannesburg, 0861 BIZTECH		Making a Positive Difference @ Work, Cape Town, (011) 704-0720/4	Professional Report Writing Skills, Cape Town, (011) 704-0720/4		
Practical Project Management for PA's and Administrators, Johannesburg, 0861 BIZTECH			Telephone Excellence, Durban, (011) 704-0720/4	Project Management, Johannesburg, 086 111 VETTA (83882)	Mentoring and Coaching, Johannesburg, (011) 312-3147
Presentations that Work, Benoni, (011) 442-4334			The Fundamentals of learnership /bursary management in the organisation, Bloemfontein, (021) 685-0451	Project Management, Durban, 086 111 VETTA (83882)	Minute Taking, Durban, 086 111 VETTA (83882)
Managing Customer Service, Durban, (011) 442-4334				Project Management, Cape Town, 086 111 VETTA (83882)	Sell – Don't Tell, Durban, (011) 485-2150
Developmental Approaches and Skills for Group Facilitation: Bringing life to group process, Cape Town, (021) 462-3902					
Sexual Harassment Workshop, Cape Town, (021) 761-7200	Effective Business Writing Skills, Cape Town, (011) 678-2443				
Assertiveness, Johannesburg, (011) 678-2443	Project Management, Johannesburg, (011) 678-2443				
	Supervisory Management, Johannesburg, (011) 678-2443				
Company Tax for Small to Medium Size Businesses, Cape Town, (016) 986-3888		Integrating Strategy, Budgeting & Reporting 1. Cape Town, (021) 462-7902			
		The Professional Office Administrator, Johannesburg, (011) 431-1533			
		Releasing Your Potential Through Transactional Analysis, Benoni, (011) 442-4334			
		Emotional Intelligence at Work, Cape Town, (011) 442-4334			
		Mastering the Art of Training, Johannesburg, 0861 ASTROT (0861 278 768)			
		Mastering Leadership and Management Skills, Johannesburg, 0861 ASTROT (0861 278 768)			
		Change Management for System Implementation: Skills for a Change Manager, Johannesburg, (011) 447-7077			
	Auditing Food Safety Systems, Cape Town, (021) 872-7322				
	The Manager, Cape Town, 086 111 VETTA (83882)		Bench Marking, Durban, 086 111 VETTA (83882)		
	The Supervisor, Johannesburg, 086 111 VETTA (83882)				
	The Manager, Durban, 086 111 VETTA (83882)				

**JUNE 2009 – WEEK 3**

<i>Monday (15/06)</i>	<i>Tuesday (16/06)</i>	<i>Wednesday (17/06)</i>	<i>Thursday (18/06)</i>	<i>Friday (19/06)</i>
	<b>YOUTH DAY</b>	Making a Positive Difference @ Work, Johannesburg, (011) 704-0720/4	Conflict Management, Johannesburg, (011) 485-2150	Stress Management, Johannesburg, (011) 485-2150
		The Fundamentals of learnership/ bursary management in the organisation, Cape Town, (021) 685-0451	Service Leadership & Performance, Cape Town, (021) 462-7902	Managing Your Time, Benoni, (011) 442-4334
		Managing Time for Results, Cape Town, (011) 704-0720/4	Strategic Planning Models and Approaches, Cape Town, (021) 685-0451	Strategic Management & Measurement, Durban, 086 111 VETTA (83882)
		HIV/AIDS Workplace Management, Cape Town, (011) 678-2443	EQ in Leadership, Cape Town, (011) 704-0720/4	
		Conflict Management & Negotiation Skills, Durban, (011) 678-2443		
		Leading & Managing in Tough Business Times, Cape Town, (011) 454-5501	Finance for Non-Financial Managers, Johannesburg, (011) 704-0720/4	
			Supervisory Skills, Pretoria, (011) 704-0720/4	
			Lifestyle Management Workshop for Employees Struggling with Debt, Cape Town, (021) 979-5172	
			Workshop for New Business Owners, Cape Town, 086 111 VETTA (83882)	
			Workshop for New Business Owners, Johannesburg, 086 111 VETTA (83882)	
			Workshop for New Business Owners, Durban, 086 111 VETTA (83882)	
			Leading & Managing in Tough Business Times, Durban, (011) 454-5501	

**JUNE 2009 – WEEK 4**

<i>Monday (22/06)</i>	<i>Tuesday (23/06)</i>	<i>Wednesday (24/06)</i>	<i>Thursday (25/06)</i>	<i>Friday (26/06)</i>
Mastering Time and Self-Management: Become a High Achiever, Johannesburg, 0861 BIZTECH		The Fundamentals of learnership/ bursary management in the organisation, Johannesburg, (021) 685-0451	Presentation Skills, Johannesburg, (011) 312-3147	Manager's Mistakes, Johannesburg, (011) 485-2150
Situational Leadership, Benoni, (011) 442-4334			Professional Report Writing Skills, Pretoria, (011) 704-0720/4	
Assertiveness and Confidence at Work, Johannesburg, (011) 431-1533			Telephone Excellence, Cape Town, (011) 704-0720/4	
Becoming the Most Successful Salesperson, Johannesburg, 0861 BIZTECH		The Psychology of Customer Service, Johannesburg, (011) 485-2150	Personal Assistant & Basic Project Management, Cape Town, 086 111 VETTA (83882)	Strategic Planning Models and Approaches, Johannesburg, (021) 685-0451

**JUNE 2009 – WEEK 4 (continued)**

<i>Monday (22/06)</i>	<i>Tuesday (23/06)</i>	<i>Wednesday (24/06)</i>	<i>Thursday (25/06)</i>	<i>Friday (26/06)</i>
Effective Business Writing Skills, Durban, (011) 678-2443	People Management, Cape Town, (011) 704-0720/4		Fraud Prevention Risk Management in the Workplace, Johannesburg, (016) 986-3888	
	Television and Radio Interviewing Skills, Johannesburg, (011) 678-2443	A Practical Introduction to Project Management, Johannesburg, (011) 431-1533	Presentation Skills, Cape Town, 086 111 VETTA (83882)	
	Negotiation for Results, Johannesburg, (011) 704-0720/4	Problem Solving and Decision Making, Benoni, (011) 442-4334		
	Finance for Non-Financial Staff, Johannesburg, (011) 442-4334	Innovative Retention Strategies for Generation X and Y, Johannesburg, (021) 979-5172		
	Report Writing Skills for NPOs, Cape Town, (021) 685-7726	Customer Service, Durban, 086 111 VETTA (83882)	Presentation Skills, Johannesburg, 086 111 VETTA (83882)	
	Project Management, Cape Town, (011) 678-2443			
	Strategic Planning, Benoni, (011) 442-4334			
	Supervisory Management, Durban, (011) 678-2443			
	Positive Selling, Cape Town, 086 111 VETTA (83882)	Business Contracts & SLAs, Johannesburg, 0861 ASTROT (0861 278 768)		
		Corporate Governance – Complying with King, Johannesburg, 0861 ASTROT (0861 278 768)		
	Positive Selling, Johannesburg, 086 111 VETTA (83882)	The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (0861 278 768)		
Rhodes University Certificate in Labour Law, Cape Town, (021) 761-7200				
	On-Boarding Practices for New Managers: The First 100 Days, Johannesburg, (021) 979-5172	Personal Assistant & Basic Project Management, Johannesburg, 086 111 VETTA (83882)	Complaint Handling & Conflict Management, Durban, 086 111 VETTA (83882)	
	Telesales, Durban, 086 111 VETTA (83882)	Pro-Activeness & Time Management, Cape Town, 086 111 VETTA (83882)		
		Pro-Activeness & Time Management, Johannesburg, 086 111 VETTA (83882)	Leading & Managing in Tough Business Times, Johannesburg, (011) 454-5501	
		Assertiveness & Time Management, Durban, 086 111 VETTA (83882)		

**JUNE 2009 – WEEK 5**

<i>Monday (29/06)</i>	<i>Tuesday (30/06)</i>	<i>Wednesday (01/07)</i>	<i>Thursday (02/07)</i>	<i>Friday (03/07)</i>
EQ – Street Smarts, Johannesburg, (011) 485-2150	Time Management for Office Professionals, Johannesburg, (011) 431-1533	The Fundamentals of learnership/ bursary management in the organisation, Durban, (021) 685-0451	Strategic Planning Models and Approaches, Durban, (021) 685-0451	Negotiating Skills, Johannesburg, (011) 485-2150
Supervisory Skills, Durban, (011) 704-0720/4			BBBEE – Unpacking Strategy and Codes, Cape Town, (021) 462-7902	
EQ in Leadership, Pretoria, (011) 704-0720/4		The High Performance PA or Administrator: Essential Skills, Durban, 0861 ASTROT (0861 278 768)		
An Introductory Course on Impact Assessment, Cape Town, (012) 997-6059				

**JUNE 2009 – WEEK 5 (continued)**

<i>Monday (29/06)</i>	<i>Tuesday (30/06)</i>	<i>Wednesday (01/07)</i>	<i>Thursday (02/07)</i>	<i>Friday (03/07)</i>
Mastering Minutes and Meeting Protocol, Johannesburg, 0861 BIZTECH		Bridging the Gap: From Specialist to Manager, Johannesburg, 0861 ASTROT (0861 278 768)		
			Writing Effective Reports, Johannesburg, (011) 431-1533	

**JULY 2009 – WEEK 1**

<i>Monday (06/07)</i>	<i>Tuesday (07/07)</i>	<i>Wednesday (08/07)</i>	<i>Thursday (09/07)</i>	<i>Friday (10/07)</i>
Let's Talk Business! Verbal Communication for the Business World, Johannesburg, 0861 BIZTECH		Working with Unit Standards in the Workplace, Port Elizabeth, (021) 685-0451	OFO Applied, Port Elizabeth, (021) 685-0451	Creative Problem Solving, Johannesburg, (011) 485-2150
Word That Works: Creating Professional Business Documents & Templates, Johannesburg, 0861 BIZTECH			Leadership – Influencing people under your Direction, Johannesburg, (011) 485-2150	
Complete Guide to Meetings and Minute Taking, Johannesburg, (011) 431-1533		The Professional Receptionist, Johannesburg, (011) 431-1533		
		Advanced Problem Solving, Johannesburg, 0861 ASTROT (0861 278 768)		
	English Communication Skills, Johannesburg, (011) 431-1533			
	An Introductory Course on Impact Assessment, Johannesburg, (012) 997-6059			

**JULY 2009 – WEEK 2**

<i>Monday (13/07)</i>	<i>Tuesday (14/07)</i>	<i>Wednesday (15/07)</i>	<i>Thursday (16/07)</i>	<i>Friday (17/07)</i>
Winning Ways: Persuade, Influence and Negotiate, Johannesburg, 0861 BIZTECH		Working with Unit Standards in the Workplace, East London, (021) 685-0451	OFO Applied, East London, (021) 685-0451	Interviewing and Selecting for Results, Johannesburg, (011) 485-2150
Finance 101 for PA's and Administrators, Johannesburg, 0861 BIZTECH			Business Writing Skills, Cape Town, (021) 685-7726	
	Introduction to Negotiation and Persuasion, Johannesburg, (011) 431-1533		Performance Management – Unlocking Potential, Johannesburg, (011) 485-2150	
	An Introductory Course on Impact Assessment, Durban, (012) 997-6059			
	Risk Management, Johannesburg, 0861 ASTROT (0861 278 768)			

**JULY 2009 – WEEK 3**

<i>Monday (20/07)</i>	<i>Tuesday (21/07)</i>	<i>Wednesday (22/07)</i>	<i>Thursday (23/07)</i>	<i>Friday (24/07)</i>
Stand-out Presentation Preparation Skills for PA's, Johannesburg, 0861 BIZTECH		Business Process Management, Johannesburg, 0861 ASTROT (0861 278 768)		
		Mastering BBBEE, Johannesburg, 0861 ASTROT (0861 278 768)		
	Supporting Sovereign Local Organisations: Walking alongside, offering support, Cape Town, (021) 462-3902			
	Manager's Mistakes, Johannesburg, (011) 485-2150		The Professional Receptionist, Johannesburg, (011) 431-1533	The Psychology of Customer Service, Johannesburg, (011) 485-2150
	Complete Guide to Meetings and Minute Taking, Johannesburg, (011) 431-1533			

**JULY 2009 – WEEK 4**

<i>Monday (27/07)</i>	<i>Tuesday (28/07)</i>	<i>Wednesday (29/07)</i>	<i>Thursday (30/07)</i>	<i>Friday (31/07)</i>
Create and Deliver Dynamic Business Presentations, Johannesburg, 0861 BIZTECH		Effective Use of the Telephone, Johannesburg, (011) 485-2150		
Sales Management, Cape Town, (021) 462-7902				
	Sell – Don't Tell, Johannesburg, (011) 485-2150			
	Meeting Co-ordination and Minute Taking Skills, Cape Town, (021) 685-7726			
	People Management Skills for New Managers, Johannesburg, (011) 431-1533			
		Change Management for System Implementation: A Project Management Perspective, Johannesburg, (011) 447-7077		