

SIYB TRAINING BUZZ

JUNE 2009



CONTENTS

	Page
1. Did you know?	3
2. FNB Enablis Business LaunchPad Competition 2009	4
3. President Zuma officially launches NYDA	8
4. BWA narrows down the search for Western Cape's top women entrepreneur	9
5. First aid boxes in the workplace - When did you last check yours?	10
6. Socio-Economic Development and Publicity	12
7. High noon in corporate SA - Time for the new age entrepreneur	13
8. Training and development events	15

EDITORIAL ADDRESS

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DID YOU KNOW?

Tourism BEE Charter gazetted: The tourism industry is the first to have its sector code gazetted by the dti minister. The [tourism charter](#) must now be followed and used by enterprises in the tourism sector. It is important to note that the EME limit is R2.5 million and for QSEs from R2.5 million to R35 million must choose 4 of the 7 elements. The weightings and targets are slightly different to the codes of good practice and have 5 year and 10 year targets and weightings.

Source: EconoBEE newsletter June 2009

UYF SIYB TOT: The Umsobomvu Youth Fund hosted an SIYB TOT seminar from 31 May to 5 June 2009 in Midrand, Gauteng. The seminar was attended by 22 participants who will be implementing their training in the field of youth development. To all the new SIYB Trainers: Welcome to the SIYB world!

Small Enterprise Development Agency (SEDA): The South Cape/Karoo Branch of Epilepsy South Africa established contact with the George office of SEDA with a view to receiving SMME services. This resulted from networking at the DWDE Conference held in Cape Town in April 2009.

Department of Trade & Industry (dti): The National Office of Epilepsy South Africa established contact with the dti in the Western Cape which resulted in a site visit to the Western Cape Branch and another planned visit to the South Cape/Karoo Branch. It is anticipated that the organization will be able to take advantage of some of the offerings of the Department.

FNB ENABLIS BUSINESS LAUNCHPAD COMPETITION 2009

Background and aims of the competition

The Business LaunchPad competition aims to create an opportunity for anyone with a business idea or existing business, and who finds it difficult to secure conventional commercial funding, to be considered for access to start-up or expansion funding.

The competition process evaluates all the entries and scores them on the basis of their business viability and suitability for the funding criteria of the competition's funding partners.

The process of entering the competition often assists the entrepreneur to clarify, refine and focus their business idea, which in itself is a valuable step.

Who can enter?

Any South African citizen or permanent legal resident over the age of 18 may enter.

You can enter a business idea that has not yet started business, or an existing business that is trading and that you would like to expand. You do NOT have to have registered your business to enter. Note: Section 21 companies, Public Benefit Organisations and other non-profits may not enter as the competition funding partners do not provide grants or funding to non-profit entities.

Categories and industry sectors

There are 2 categories and 10 industry sectors in the competition this year. You need to enter in a CATEGORY and in an INDUSTRY SECTOR.

The 3 categories are:

- Business idea: Any business concept that has not yet commenced trading or is in its first 3 months of operation - whether or not it is registered.
- Business expansion: Any business enterprise that has been trading for 3 months or longer, whether or not it is profitable.

You may enter the same business in more than one industry sector. You may also enter more than one business in a sector. However, in each case you need to complete a new, separate entry and pay the standard entry fee of R150 including VAT.

The 10 industry sectors are:

- Agriculture: Any agricultural product or service, including primary produce, products or services specifically aimed at the agri-sector, agri-processing and agricultural marketing.
- Business, professional and personal services: Any product or service for the business sector, including recruitment, legal, accounting and other professional services, office automation. Personal care and grooming services. Other personal services including physical and mental health, welfare, education and personal improvement.

- Craft, creative and cultural: Includes craft production and marketing, creative products such as theatrical, cinematic and photographic productions and services, cultural projects, events and services, creative services not covered by the media and marketing category. Note: As the competition funding partners do not fund non-profit organizations or projects, Public Benefit Organisations, Section 21 companies or other non-profit entities may not enter.
- Construction: Any product or service for the built environment, construction services, equipment, property development.
- Green Business: Green businesses operate in ways that solve, rather than cause both environmental and social problems. These businesses introduce and adopt innovative practices that improve the quality of life for their customers, their employees, communities and the environment.
- ICT: IT products and services aimed at the corporate and individual consumer markets, software development, products and services, mobile technology applications, hardware design, development and sales.
- Manufacturing: Value-added design and/or production of industrial, consumer and other products for the business or consumer markets.
- Media and marketing: Media products and services including research, consumer and specialist publications, broadcast media and related activities. Advertising, marketing, promotions, design and production.
- Tourism: Local and domestic tourism facilities, services and products, including products and services to support the travel and hospitality sector. Hospitality facilities, destinations and production.
- Transport and Logistics: Products or services related to the movement of goods and/or people, and the planning, management and operations thereof.

Cross-cutting categories

These are OPTIONAL categories that will receive special recognition and prizes. Once you have selected your industry category, you can - if you wish - opt in to one or more of these optional categories if you believe your entry meets the criteria. You will need to supply additional information to support your entry in these categories.

- Technology and mobile technology innovation: Consider entering this category if your product or service includes or involves a significant innovation or new approach that uses mobile or other technology to deliver a new business, commercial, social or other advance, benefit or advantage.
- Job creation: Consider entering this category if your product or service is likely to create a significant number of new full-time employment opportunities locally, regionally or nationally (minimum 20 new jobs).
- 2010 Soccer World Cup: Consider entering this category if your product or service will add specific and exceptional value or benefit to local or visiting SWC tourists/participants, or if your product or service will contribute to the effective, safe and beneficial operation of the SWC and related events and activities.

Competition process

Entries close at 17h00 on 18 August. Your application will be evaluated by an experienced business adjudicator and given a percentage score.

The 30 top scoring entries in each industry sector will be selected and from this shortlist, 5 business ideas and 5 business expansion entries will be selected as pre-finalists.

15 business ideas plus 15 business expansion (i.e. 30) will be shortlisted per industry sector. 30 x 10 industry sectors = total of 300 entries shortlisted for finalist selection. From the 300, 5 business idea and 5 business expansion will be selected as finalists in each of 10 industry sectors, to give a total of 100 finalists.

These 100 selected finalists will be notified, but further participation requires signature of a "participation agreement" to ensure they fully understand the winner selection process, as well as the policy and procedures with regard to possible funding after the competition winners are announced. Shortly after this, the 20 competition winners will be announced - one business idea and one business expansion per industry sector.

2 winners x 10 industry categories = 20 winners.

Funding

The competition has a funding capacity of R75million between the various competition partners.

The competition aims to identify those business concepts - whether business ideas or existing businesses - which show sufficient potential viability to be more thoroughly evaluated for funding.

Winning the competition does not guarantee funding and the competition does not pay out cash prizes.

Winners will still need to go through a due diligence process. It could be said that you "win" the attention of a funding partner who will work closely with you to assist you in securing funding that would not be commercially available to you in the normal course of events, due to the high-risk nature of most of the businesses at this stage of development.

The competition funding partners will work closely with the winners to:

- Review their real, actual funding needs (these may vary from those indicated in the entry);
- Identify any funding blocks or impediments so that these can be addressed by the entrepreneur;
- Assist with the preparation of an application for funding;
- Where the terms of funding can be agreed, develop a funding package for the winner that can be agreed and implemented.

Prizes

Winners will receive the following prizes:

- Laptop: A business laptop to boost your mobility and business capacity.
- INSEAD mentorship: INSEAD is one of the world's leading and largest graduate business schools. With 137 renowned faculty members from 32 countries, INSEAD works with more than 1,000 degree participants - MBA, Executive MBA and PhD - and more than 9,500 executives from the world's leading companies. With faculty and alumni in South Africa, having an INSEAD mentor will expose you to challenging new ways of thinking about and running your business. Subject to location and availability of INSEAD mentors.
- ENABLIS membership: Free 12-month membership of the Enablis Entrepreneurial Network (see www.enablis.org for more information on this exciting organization). Subject to location and availability of Enablis membership chapter in your area.
- Media profile: A compact personal and business profile in a special supplement in the Sunday Times, reaching a national audience of more than 2 million people.
- Microsoft Office: Microsoft Office Ultimate software.
- X-Box: Any X-Box multimedia and gaming console.
- MSN Ad Campaign: An on-line banner ad campaign for your business on the popular MSN portal.

Judging

The competition judges are experienced business people and advisers. They are thoroughly briefed on the competition criteria, and their adjudication is closely monitored.

All judges are required to sign a confidentiality agreement to protect your business idea.

In order to prevent communication between judges and entrants prior to the competition finals, the names of the competition judges are not publicized or released.

Benefits of entering and winning

Most people enter the competition in order to "win" funding. However, you need to see the competition as a way to take your business to the next level, financially and non-financially, and not simply as a "quick fix" or "easy money".

Funding is a distinct possibility (although it is never guaranteed) for winners who have a sound business plan and who do well in the due diligence process that follows the competition. This process aims to identify risks or issues that may not be apparent.

Partners

The 2009 FNB Seda Business LaunchPad is made possible by the following partners:

- FNB: Lead sponsor
- Seda: Enterprise partner
- Microsoft: Technology partner
- Khula Enterprise Finance: Funding partner
- Business Times: Media partner
- Gauteng Enterprise Propeller: Gauteng partner
- INSEAD: Mentorship partner
- Mpumalanga Provincial Government: Mpumalanga partner
- Free State Development Corporation: Free State partner
- LimDev: Limpopo partner
- ECDC: Eastern Cape partner

Source: <http://www.launchpad2009.biz/>

PRESIDENT ZUMA OFFICIALLY LAUNCHES NYDA By Bathondwa Mbola

President Jacob Zuma has officially launched the National Youth Development Agency (NYDA), which aims to advance the economic development of young people.

Launching the agency on June 16 during the Youth Day celebrations in Ekurhuleni, President Zuma said the agency has a lot of work to do.

"It must initiate, design, co-ordinate, evaluate and monitor all programmes aimed at integrating the youth into the economy and society in general," he said, adding that it also has to develop an Integrated Youth Development Plan and Strategy without delay.

The agency is a result of a merger between Umsobomvu and the Youth Commission.

Part of its functions are to facilitate the roll-out of youth economic participation, undertake policy, research and development, provide advisory and information services and promote access to funding.

Working together, the efforts of young people will be directed at poverty alleviation, rural development and crime prevention, said the President, adding that plans are underway to recruit and deploy thousands of unemployed youths to the fight against crime in communities.

"We expect the Agency to initiate programmes directed at poverty alleviation, urban and rural development and the combating of crime, substance abuse and social decay amongst youth.

"This means that the Agency will work with various government departments that work in these areas, to improve the quality of life of our young people," President Zuma told the thousand of people mostly youth, who were dressed in school uniforms to mark the day.

The agency is also mandated to embark on initiatives that seek to advance the economic development of youth people implement the Integrated Youth Development Plan and Strategy for the country which will serve as a guiding instrument in advancing youth development at all levels.

Meanwhile, the Agency has appealed to government to make more funds available for the economic development of youth.

Further, the creation of an environment which supports learning, skills development, and economic participation of the youth will be one of the primary tasks of the Agency, said the President.

This, as government has prioritised education over the next five years. For this reason, President Zuma said they have taken a position that all youth must have access to education up to tertiary level.

"We urge the Agency to assist government in promoting all young people stay in school until they finish matric.

"We also expect the Agency to assist in promoting youth participation in democratic processes, community and civic decision-making and development at all levels," said Mr Zuma.

The Agency's Chief Executive Officer, Malose Kekana said the reason for the reason why it was merged was because they wanted to have a holistic approach to youth development.

The agency is aimed at "creating and promoting co-ordination in youth development matters."

He said one of the constraints before the merger was the failure to impact on young people's lives due to the lack of resources.

"Our budget then was very small in light of the challenges that we were facing. Secondly, if you've got that (a bigger budget) you can implement more programmes and employ more people to do the work," he said.

Source: BuaNews, 17 June 2009

BWA narrows down the search for Western Cape's top women entrepreneur

The Businesswomen's Association (BWA), the leading women's networking forum in the Western Cape, has unveiled its shortlist of candidates for the 2009 Regional Business Achiever Awards.

This prestigious annual event honours women who are at the top of their game in the entrepreneurial sphere. The BWA has narrowed the list of finalists down to 11 out of the 63 women nominated.

The candidates are from three different categories, namely - emerging, established and social entrepreneurs. This year there were no finalists in the professional and corporate categories.

"Businesswomen deserve to be recognised and showcased for their extraordinary achievements," says BWA National Vice-President Ferose Oaten. "The Regional Business Achiever Awards represent a wonderful opportunity to celebrate the success of women in business."

The list of 11 candidates include successful businesswomen like Fiona Ross, an established entrepreneur who is the Founder and Director of experiential training company in Cape Town, Learn to Lead; Michelle Pieterse (emerging entrepreneur) - Owner and Manager of Lofted Homestay, a successful B&B in Paarl; and Melanie Burke (social entrepreneur) who is the CEO of MAB and Associates (Pty) Ltd as well as the Senior Programme Director for the independent not-for-profit organisation called Common Purpose SA, an organisation that facilitates experiential learning programmes for the youth of South Africa.

Oaten describes each of the 11 candidates as having excellent prospects of being crowned with the top honour and explains that there will be three winners, one in each of the three categories.

“Each candidate has had great accomplishments in their respective careers and was nominated by others who felt they deserved the title, but the ultimate winners, judged by women such as television and radio presenter, Saskia Falken and Director of Executive Education at the UCT Graduate School of Business - Elaine Rumboll, will be those who can really inspire greatness,” says Oaten.

The eight other candidates vying for the top positions are Nizreen Adams (emerging entrepreneur) from BZ Recruitment, Andrea Boehmert from Hasso Platto Ventures, Mariette Hopely from White Shark Ecoventures, Millicent Wolmerans from Premium Consulting and Rowena Hay from Umvoto Africa – each from the established entrepreneurs category as well as Karen Harrison from Indego Consultancy, Iris van Der Poll from Veritas Transcription Services, and Louise Van Ryhn from Symphonia, who all fall into the social entrepreneur category.

The Regional Business Achiever Awards is set to take place at the Table Bay Hotel in Cape Town on the 18 June. “We wish all eleven candidates the best of luck and look forward to announcing the winners very soon,” says Oaten.

Source: www.skillsportal.co.za

FIRST AID BOXES IN THE WORKPLACE – WHEN DID YOU LAST CHECK YOURS?

By Caitlin Smythe (Skills Portal journalist)

Many employers enquire as to the proper provision of first aid boxes at work.

According to the General Safety Regulations to the Occupational Health and Safety Act (Act 85 of 1993), “an employer shall take all responsible steps that are necessary under the circumstances to ensure that persons at work receive prompt first aid treatment in case of injury or emergency”.

Tinus Boshoff at the SA Labourguide reports that “all reasonable steps” include the training of employees in first aid skills by a recognised institution.

Employees and other persons who are working on site are entitled to prompt first aid treatment without unnecessary delay.

Government regulation requires that first aid facilities be provided “where more than five employees are employed in the workplace.”

“The employer must provide a first aid box or boxes at or near the workplace, available and accessible for the treatment of injured persons at the workplace,” the regulation states.

The number of boxes required is determined by the type of injuries that are likely to occur, which is predicated by the nature of activities performed at work, and the number of staff employed there.

It is at the employer's discretion to provide adequate first aid boxes in the case of emergency for all his or her employees.

In order to fill the first aid box correctly, check the Annexure at the back of the General Administrative Regulations. The minimum contents of a First Aid Box include:

1. Wound cleaner/antiseptic (100ml)
2. Swabs for cleaning wounds
3. Cotton wool for padding (100g)
4. Sterile gauze (minimum quantity 10)
5. One pair of forceps (for splinters)
6. One pair of scissors (minimum size 100mm)
7. One set of safety pins
8. Four triangular bandages
9. Four roller bandages (75mm x 5m)
10. Four roller bandages (75mm x 5m)
11. Four roller bandages (100mm x 5m)
12. One roll of elastic adhesive (25mm x 3m)
13. One non-allergenic adhesive strip (25mm x 3m)
14. One packet of adhesive dressing strips (minimum quantity 10 assorted sizes)
15. Four first aid dressing (75mm x 100mm)
16. Four first aid dressings (150mm x 200mm)
17. Two straight splints
18. Two pairs large and 2 pairs medium disposable latex gloves
19. Two CPR mouth pieces or similar devices

Articles used for first aid purposes should always be replaced as soon as possible after use, and the employer must perform regular inspections of the boxes to ensure that they contain their minimum contents.

Items in the box should also be inspected for expiry dates. All expired equipment should be discarded and replaced immediately.

A formal first aid register must be provided for the purpose of recording all incidents where first aid had to be provided. A list of certified first aiders present could also be kept in or near the box.

Source: www.skillsportal.co.za

SOCIO-ECONOMIC DEVELOPMENT AND PUBLICITY

A simple and effective way of earning BBBEE points is to increase the level of spending on Socio-Economic Development (SED). SED is one of the seven elements of a BEE scorecard focusing on the extent to which an organization carries out initiatives intended to uplift the South African society. It is worth 25 points for a Qualifying Small Enterprise and 5 points for a Generic company.

Publicity is the deliberate attempt to manage the public's perception of a company and its products. From a marketing perspective, publicity is one of the variables that comprise the promotional mix where as promotion is one of the variables that comprise the marketing mix.

Therefore, without a shadow of doubt, companies stand to gain immensely by channeling significant investment levels towards SED initiatives not only by earning valuable BEE points, but also from a marketing perspective. Investing in SED builds a superb image and an explosive reputation for an organization.

Needless to say, it is of paramount importance for companies to note that modern consumers are incredibly well informed and educated. They identify themselves with reputable organizations. They recognize and appreciate the active involvement of a company in uplifting the society.

It makes sense therefore for companies to engage on those SED projects, which relate to their field of expertise. Amongst other issues, such projects may be targeted towards education, HIV/AIDS, projects for the disabled and other community building initiatives.

However, engaging in SED for the purpose of earning BEE points and building a good image is a misfired and twisted approach. The bottom line is, it does not support the ideal transformation of the society and certainly it is not good enough to create meaningful and sustainable improvement. Such entities will enjoy in the short-term and definitely not in the long-term. A company's SED policy should be based on the commitment to contribute to the constructive transformation of the South African society. In this way, an organization gains an enormous amount of publicity at the same time earning priceless BEE points.

To put this into perspective, let us take a company that identifies an orphanage whose walls are an eye's nightmare. It then invests in painting those walls giving them a fresh and stunning look. Such an initiative does not give back anything physical like money to that particular organization. If those involved in such a project are doing it based on the commitment to make a positive difference, that instant improvement of the orphanage's walls may be emotionally rewarding but moreover, the community recognizes and appreciates that effort. Through such an investment a company builds a respectable and sustainable image and an explosive reputation whilst at the same time improving on its BEE points.

Source: www.skillsportal.co.za

HIGH NOON IN CORPORATE SA - TIME FOR THE NEW AGE ENTREPRENEUR

By Robert Sussman (Joint CEO at Integr8 IT)

The resolve of a company to remain resolute amid the turmoil of the current global economic climate can be either strengthened or limited by the calibre of management at the helm.

In essence, the quality of management within a company can either make or break a business in today's commercial environment, irrespective of size, core focus or sector of operation.

This is why it has become imperative for businesses to adopt a new approach or style of management - one that promotes the advantages of a combination of entrepreneurial flair and technical expertise.

It is a careful but strategic blend of innovation and business acumen and can be best described as being a break away from the typical generic, structured and traditional leadership style.

The fact is the market at the moment is highly pressurised and companies cannot afford to simply go with the status quo and respond accordingly.

To illustrate, take the information, communication and technology sector as an example.

There are numerous stakeholders in this sector and it is a powerful representation of an environment in which competitive advantage is gained by the strategic balance between people and technology.

Our viewpoint is that the time has come for service providers, clients, customers, vendors and partners to eradicate the misperception that this industry is boring and convoluted.

To this end we have instilled a business leadership style that accurately and effectively promotes the flair that this sector naturally possesses.

We continue to gain ground in our mission to change the face of the ICT industry and grab the attention of those who have long since abandoned any hope of seeing the sexy side of technology and what this can do for business.

Coupled with this strategy is the establishment of an organic management structure, as opposed to one that is flat. The former is based extensively on the principle of open communication across all levels of management and operation, both vertical and horizontal.

It recognises and encourages initiative, hard work and commitment, and also reassures employees of their value to the organisation.

This is a more pragmatic tactic and one that allows the organisation or business to grow, and for decision makers to better manage the growth. It also helps to ensure that businesses are able to adapt more efficiently to changing market conditions, to acquire the benefit of the latest trends and recuperate more quickly from any battle wounds received during combat - both foreseen and unforeseen - in competitive marketplaces.

The style of management not only has external implications and consequences in terms of market standing and success, it will also affect the foundation of the business with regard to resource acquisition, application and return on investment.

Technology aside, people and information are your two most important assets in business. While we continue to refine our processes and procedures to secure and leverage off information, we have to remind ourselves of the need to help instil modern workplace considerations for employees - that being an improved work/life balance and remuneration that is in line with socio-economic considerations.

As we dust ourselves off from the daily competition for market share, presence and profit, we need to continuously evaluate the state of our leadership and management style and determine what, if any, changes need to be made to strengthen, not dilute, potential and potency.

Source: www.skillsportal.co.za

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

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			
Mastering Minutes and Meeting Protocol, Johannesburg, 0861 BIZTECH		Bridging the Gap: From Specialist to Manager, Johannesburg, 0861 ASTROT (0861 278 768)		
	Administration Skills, Durban, (011) 678-2443		Writing Effective Reports, Johannesburg, (011) 431-1533	Sales Negotiation, Cape Town, 086 152 0000
		Management for New Managers, Johannesburg, 0861 ASTROT (0861 278 768)		
Emotional Intelligence, Johannesburg, (011) 678-2443		Finance for Non-Financial Managers, Johannesburg, (011) 678-2443		
HIV/AIDS Peer Educator, Johannesburg, (011) 678-2443			Performance Management, Cape Town, (011) 678-2443	
	Office Management, Cape Town, (011) 678-2443		Emotional Intelligence, Cape Town, 086 152 0000	
Personal Assistant, Johannesburg, (011) 678-2443			Supervisory Management, Cape Town, (011) 678-2443	
How to create advertising guaranteed to generate business for your business, Cape Town, 0860 920 000		Office Effectiveness, Johannesburg, (016) 986-3888		
	Project Management – Preparation for Success, Cape Town, (016) 986-3888			
The Total Team Leader, Johannesburg, 0861 BIZTECH		The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (0861 278 768)		
The Integr8ed Knowledge Management Framework Masterclass, Johannesburg, 011) 726-3040		The High Performance PA or Administrator: Essential Skills, Durban, 0861 ASTROT (0861 278 768)		
			Chairing & Managing Business Meetings, Johannesburg, (011) 704-0720/4	
			EQ in Leadership, Pretoria, (011) 704-0720/4	
			Telephone Excellence, Cape Town, (011) 704-0720/4	

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		The Professional Receptionist, Johannesburg, (011) 431-1533	Leadership – Influencing people under your Direction, Johannesburg, (011) 485-2150	Sales Negotiation, Port Elizabeth, 086 152 0000
Complete Guide to Meetings and Minute Taking, Johannesburg, (011) 431-1533		Advanced Problem Solving, Johannesburg, 0861 ASTROT (0861 278 768)		

JULY 2009 – WEEK 1 (continued)

<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>
Presentation Seminar, Midrand, (011) 468-1320	English Communication Skills, Johannesburg, (011) 431-1533		Performance Management, Durban, (011) 678-2443	
	An Introductory Course on Impact Assessment, Johannesburg, (012) 997-6059			
Communication & Presentation, Durban, (011) 678-2443		Effective Business Writing Skills, Cape Town, (011) 678-2443		
Effective Business Writing Skills, Johannesburg, (011) 678-2443			Emotional Intelligence, Port Elizabeth, 086 152 0000	Minute Taking for Meetings, Pretoria, (011) 704-0720/4
Finance for Non-Financial Managers, Durban, (011) 678-2443				
Office Effectiveness, Cape Town, (016) 986-3888		People Management, Cape Town, (016) 986-3888		
Brilliant Business Writing Skills, Johannesburg, (011) 704-0720/4		Brilliant Business Writing, Durban, (011) 704-0720/4		
	Negotiating Skills & Creative Problem Solving, Cape Town, 086 111 VETTA (83882)	Business Writing, Cape Town, 086 111 VETTA (83882)	Prepare for BEE Verification Conference, Johannesburg, 0861 11 3094	
	Negotiating Skills & Creative Problem Solving, Johannesburg, 086 111 VETTA (83882)	Quality Customer Service, Cape Town, (011) 704-0720/4		
		Business Writing, Johannesburg, 086 111 VETTA (83882)	Junior Office Support, Cape Town, 086 111 VETTA (83882)	
	Supervisory Management Certificate Course, Pretoria, 0861 123 779			

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			Customer Services, Cape Town, 086 111 VETTA (83882)	
		Business Writing Skills, Cape Town, (021) 685-7726		Sales Negotiation, Johannesburg, 086 152 0000
	Introduction to Negotiation and Persuasion, Johannesburg, (011) 431-1533		Performance Management – Unlocking Potential, Johannesburg, (011) 485-2150	QCTO Workshop, Cape Town, (021) 685-0454
		An Introductory Course on Impact Assessment, Durban, (012) 997-6059		
	Assertiveness Skills, Durban, (011) 678-2443	Risk Management, Johannesburg, 0861 ASTROT (0861 278 768)		
		Effective Business Writing Skills, Durban, (011) 678-2443		
HIV/AIDS Workplace Management, Durban, (011) 678-2443		Strategic Planning & Change Management, Cape Town, (011) 678-2443		
Mentoring & Coaching, Johannesburg, (011) 678-2443		Supervisory Management, Johannesburg, (011) 678-2443		
People Management & Leadership, Johannesburg, (011) 704-0720/4		TV & Radio Interviewing Skills, Johannesburg, (011) 678-2443	Recruitment & Selection, Cape Town, (016) 986-3888	
			Performance Management, Johannesburg, (016) 986-3888	

JULY 2009 – WEEK 2 (continued)

<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>
	People Management, Johannesburg, (016) 986-3888		Emotional Intelligence, Johannesburg, 086 152 0000	Assertiveness & Time Management, Durban, 086 111 VETTA (83882)
	Recruitment & Selection, Johannesburg, (016) 986-3888		Prepare for BEE Verification Conference, Cape Town, 0861 11 3094	
	Project Management for Non-Project Managers, Pretoria, (011) 704-0720/4	Telesales, Cape Town, 086 111 VETTA (83882)	Perfect Presentation Skills, Cape Town, (011) 704-0720/4	
	Complaint Handling & Conflict Management, Cape Town, 086 111 VETTA (83882)	Telesales, Johannesburg, 086 111 VETTA (83882)	Telephone Excellence, Pretoria, (011) 704-0720/4	
	Complaint Handling & Conflict Management, Johannesburg, 086 111 VETTA (83882)		Customer Services, Johannesburg, 086 111 VETTA (83882)	
	Preparing, Writing and Submitting Superior Tenders, Johannesburg, (011) 726-3040			
	Advanced MS Excel, Johannesburg, (011) 771-7000			

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				
Implementing the Law of Attraction, Cape Town, (011) 678-2443	Manager's Mistakes, Johannesburg, (011) 485-2150	Minute Taking for Meetings, Cape Town, (011) 704-0720/4	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		Emotional Intelligence, Durban, 086 152 0000	
			Communication & Presentation, Johannesburg, (011) 678-2443	
Mentoring & Coaching, Durban, (011) 678-2443			HIV/AIDS Workplace Management, Johannesburg, (011) 678-2443	
	Project Management, Cape Town, (011) 678-2443		Mentoring & Coaching, Cape Town, (011) 678-2443	
Presentation Course, Midrand, (011) 468-1320		Project Management, Johannesburg, (011) 678-2443		
Human Resource Management, Cape Town, 086 111 VETTA (83882)	Women in Leadership, Johannesburg, (016) 986-3888		Key Account Management, Johannesburg, (016) 986-3888	
	Innovative Retention Strategies for Generation X and Y, Randburg, (021) 979-5172		Prepare for BEE Verification Conference, Durban, 0861 11 3094	Sales Negotiation, Durban, 086 152 0000
Negotiating for Results, Cape Town, (011) 704-0720/4				Stock Control, Cape Town, 086 111 VETTA (83882)
	Quality Customer Service, Johannesburg, (011) 704-0720/4		Innovative On-Boarding (Induction & Orientation) Practices for Organisations, Randburg, (021) 979-5172	
Situational Leadership, Benoni, (011) 442-4334			Perfect Presentation Skills, Pretoria, (011) 704-0720/4	
	Maximise Your People Management Skills Part 1, Johannesburg, (011) 726-3040		Project Management for Non-Project Managers, Durban, (011) 704-0720/4	

JULY 2009 – WEEK 3 (continued)

<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>
Balanced Scorecard Bootcamp, Johannesburg, (011) 771-7000				
	Human Resource Management, Johannesburg, 086 111 VETTA (83882)		Financial Analysis, Planning & Control, Johannesburg, (011) 726-3040	
		The Supervisor, Cape Town, 086 111 VETTA (83882)		Stock Control, Johannesburg, 086 111 VETTA (83882)
Maximise your People Management Skills Part 1, Johannesburg, (011) 726-3040		The Manager, Johannesburg, 086 111 VETTA (83882)		
		The Strategic Workforce Planning Master Class, Johannesburg, (011) 726-3040		

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	Innovative On-Boarding (Induction & Orientation) Practices for Organisations, Cape Town, (021) 979-5172	
Sales Management, Cape Town, (021) 462-7902				
	Sell – Don't Tell, Johannesburg, (011) 485-2150	HIV/AIDS Workplace Management, Cape Town, (011) 678-2443		
		Project Management, Durban, (011) 678-2443		
	Meeting Co-ordination and Minute Taking Skills, Cape Town, (021) 685-7726		Supervisory Skills, Johannesburg, (011) 704-0720/4	
	People Management Skills for New Managers, Johannesburg, (011) 431-1533			Facilitation Skills Durban, 086 111 VETTA (83882)
Communication & Presentation, Cape Town, (011) 678-2443		Change Management for System Implementation: A Project Management Perspective, Johannesburg, (011) 447-7077		
Performance Management, Johannesburg, (011) 678-2443				
	Managing Time for Results, Johannesburg, (011) 704-0720/4			
Labour Law for Non-HR Professionals, Johannesburg, (011) 726-3040		Strategic Planning & Change Management, Johannesburg, (011) 678-2443		
	The Art and Science of Performance Management: Getting Results through Your People, Cape Town, (021) 979-5172			
	The Manager, Durban, 086 111 VETTA (83882)			
		Business Image & Corporate Etiquette, Pretoria, (011) 704-0720/4		
		How to create advertising guaranteed to generate business for your business, Cape Town, 0860 92 0000		
		Effective Report Writing Skills and Minutes and Meetings, Johannesburg, (011) 726-3040		
		Minute Taking, Cape Town, 086 111 VETTA (83882)		
		Minute Taking, Johannesburg, 086 111 VETTA (83882)		

AUGUST 2009 – WEEK 1

<i>Monday (03/08)</i>	<i>Tuesday (04/08)</i>	<i>Wednesday (05/08)</i>	<i>Thursday (06/08)</i>	<i>Friday (07/08)</i>
Presenting with Confidence, Johannesburg, (011) 431-1533	Professional Switchboard, Reception & Frontline Skills, Johannesburg, 0861 BIZTECH	Working with Unit Standards in the Workplace, Nelspruit, (021) 685-0451	Service Leadership & Performance, Cape Town, (021) 462-7902	BBBEE – Unpacking Strategy and Codes, Cape Town, (021) 462-7902
Corporate Governance, Cape Town, (021) 462-7902				
Chairing & Managing Business Meetings, Pretoria, (011) 704-0720/4	More Hours in Your Day, Johannesburg, (011) 485-2150	Implementing and Maintaining ISO 9001, Cape Town, (021) 872-7322	Crystal Report Development, Johannesburg, 0861 ASTROT (0861 278 768)	Conflict Management, Johannesburg, (011) 485-2150
	Introduction to ISO 9001, Cape Town, (021) 872-7322			
	Polished Presentations, Cape Town, (021) 685-7726		OFO Applied, Nelspruit, (021) 685-0451	Assertiveness Skills, Johannesburg, (011) 678-2443
	Time Management, Johannesburg, (011) 678-2443	Business Communications & Report Writing, Johannesburg, 0861 ASTROT (0861 278 768)		
		Conflict Management & Negotiation Skills, Johannesburg, (011) 678-2443		
	Building Mental Resilience for Tough Times, Cape Town, (021) 685-7726	Labour Relations & Effective Discipline, Johannesburg, (011) 678-2443		
EE Reporting Workshop, Johannesburg, (011) 726-3040		Project Management, Cape Town, (011) 678-2443		
Supervisory Management, Johannesburg, (011) 678-2443			Total cost to company? Concept and new rules for Travel Allowances, Pretoria, (011) 453-0080	Sales Negotiation, Cape Town, 086 152 0000
Practical Skills for Office Managers/Team Leaders, Johannesburg, 0861 BIZTECH	Total cost to company? Concept and new rules for Travel Allowances, Johannesburg, (011) 453-0080			
			Emotional Intelligence, Cape Town, 086 152 0000	
	The Art and Science of Performance Management: Getting Results Through Your People, Randburg, (021) 979-5172		Innovative Change Management Tools and Techniques for HR Professionals, Randburg, (021) 979-5172	
	Brilliant Business Writing Skills, Cape Town, (011) 704-0720/4		Professional Report Writing Skills, Johannesburg, (011) 704-0720/4	
	The Secret to Success, Pretoria, (011) 704-0720/4		Supervisory Skills, Cape Town, (011) 704-0720/4	
	Maximise Your People Management Skills Part 2, Johannesburg, (011) 726-3040		Talent Management and Succession Planning, Randburg, (021) 979-5172	
		Leading Teams in Tough Times, Cape Town, (021) 685-7726		
		Brilliant Business Writing, Pretoria, (011) 704-0720/4		
	Maximise your People Management Skills Part 2, Johannesburg, (011) 726-3040			

AUGUST 2009 – WEEK 2

<i>Monday (10/08)</i>	<i>Tuesday (11/08)</i>	<i>Wednesday (12/08)</i>	<i>Thursday (13/08)</i>	<i>Friday (14/08)</i>
		An Introductory Course on Development TOR's for an Evaluation, Pretoria, (012) 997-6059	OFO Applied, Bloemfontein, (021) 685-0451	The Psychology of Customer Service, Johannesburg, (011) 485-2150
	Assertiveness Skills, Cape Town, (011) 678-2443			
	Implementing the Law of Attraction, Johannesburg, (011) 678-2443	Introduction to ISO 9001, Johannesburg, 082 454 5817	The Professional Office Administrator, Johannesburg, (011) 431-1533	
	Stress Management, Johannesburg, (011) 678-2443		Internal Quality Auditing, Johannesburg, 082 454 5817	
	TV & Radio Interviewing Skills, Johannesburg, (011) 678-2443	Working with Unit Standards in the Workplace, Bloemfontein, (021) 685-0451	An Introductory Course on Evaluating an Evaluation – Meta-Evaluation, Pretoria, (012) 997-6059	
			Emotional Intelligence, Port Elizabeth, 086 152 0000	Sales Negotiation, Port Elizabeth, 086 152 0000
		Manager's Mistakes, Johannesburg, (011) 485-2150	Project Management for Non-Project Managers, Cape Town, (011) 704-0720/4	
		The Secrets of Debt Collection Success, Johannesburg, 0861 BIZTECH		
	Conflict Management & Negotiation Skills, Cape Town, (011) 678-2443			
		Effective Business Writing Skills, Cape Town, (011) 678-2443		
		Management & Leadership Development, Durban, (011) 678-2443		
		Project Management, Johannesburg, (011) 678-2443		
	Supervisory Management, Durban, (011) 678-2443			
	Negotiating for Results, Pretoria, (011) 704-0720/4		Minute Taking for Meetings, Durban, (011) 704-0720/4	
	Perfect Presentation Skills, Durban, (011) 704-0720/4			
	Innovative Retention Strategies for Generation X and Y, Cape Town, (021) 979-5172		EQ in Leadership, Johannesburg, (011) 704-0720/4	
			Telephone Excellence, Johannesburg, (011) 704-0720/4	
			Competency-Based Recruitment and Interviewing Skills with new module on Employing People with Disabilities, Cape Town, (021) 979-5172	

AUGUST 2009 – WEEK 3

<i>Monday (17/08)</i>	<i>Tuesday (18/08)</i>	<i>Wednesday (19/08)</i>	<i>Thursday (20/08)</i>	<i>Friday (21/08)</i>
Working with Unit Standards in the Workplace, Cape Town, (021) 685-0451	OFO Applied, Cape Town, (021) 685-0451	Working with Unit Standards in the Workplace, Johannesburg, (021) 685-0451	OFO Applied, Johannesburg, (021) 685-0451	Coaching and Mentoring in the Workplace, Johannesburg, (011) 485-2150
	Complete Funding Applications, Cape Town, (021) 685-7726		Emotional Intelligence, Johannesburg, 086 152 0000	
Key Elements of Successful Newsletters, Johannesburg, 0861 BIZTECH		The Professional Office Administrator, Cape Town, (011) 431-1533		
The Professional Office Administrator, Johannesburg, (011) 431-1533		People Management for New Managers, Johannesburg, 0861 ASTROT (0861 278 768)		
		The Ultimate Sales Manager, Johannesburg, 0861 ASTROT (0861 278 768)		
		Finance for Non-Financial Managers, Durban, 0861 ASTROT (0861 278 768)		
Internal Quality Auditing, Cape Town, (021) 872-7322				

AUGUST 2009 – WEEK 3 (continued)

<i>Monday (17/08)</i>	<i>Tuesday (18/08)</i>	<i>Wednesday (19/08)</i>	<i>Thursday (20/08)</i>	<i>Friday (21/08)</i>
Leading and Managing People Developmentally: Seeking resonance between individuals and organisation, Cape Town, (021) 462-3902				
Strategic Marketing Management, Cape Town, (021) 462-7902				
	Managing Change in Project Environments, Johannesburg, (011) 447-7077		Succeeding as a first time Supervisor, Johannesburg, (011) 485-2150	
Finance for Non-Financial Managers, Cape Town, (011) 678-2443				
	Stress Management, Durban, (011) 678-2443	Conflict Management & Negotiation Skills, Durban, (011) 678-2443		
		Management & Leadership Development, Johannesburg, (011) 678-2443		
The Secret to Success, Cape Town, (011) 704-0720/4		Supervisory Management, Cape Town, (011) 678-2443		
16 – 18 August: Professional Administrators and Secretaries Conference in South Africa, Magaliesburg, (011) 454-5505		Minute Taking for Meetings, Johannesburg, (011) 704-0720/4	Brilliant Business Writing Skills, Cape Town, (011) 704-0720/4	
	Completing Funding Applications, Cape Town, (021) 685-7726		Innovative Coaching and Mentoring Practices for Organisations, Randburg, (021) 979-5172	
Situational Leadership, Cape Town, (011) 442-4334				
	Managing Generation Y Workers: Best Practices for Managers, Randburg, (021) 979-5172			

AUGUST 2009 – WEEK 4

<i>Monday (24/08)</i>	<i>Tuesday (25/08)</i>	<i>Wednesday (26/08)</i>	<i>Thursday (27/08)</i>	<i>Friday (28/08)</i>
Internal Quality Auditing, Cape Town, (021) 872-7322				
Business Writing for Office Professionals, Johannesburg, (011) 431-1533		World-Class Reception Skills, Cape Town, (021) 685-7726	Developing Effective and Committed Teams, Johannesburg, (011) 485-2150	Business Professionalism and Competency, Johannesburg, (011) 485-2150
Implementing and Maintaining PRPs, Cape Town, (021) 872-7322		Introduction to ISO 22000, Cape Town, (021) 872-7322	Professional Telephone Skills, Cape Town, (021) 685-7726	Recruitment & Selection, Cape Town, (011) 678-2443
Situational Leadership, Benoni, (011) 442-4334				
Performance Leadership, Cape Town, (021) 462-7902				
Effective Business Writing Skills, Johannesburg, (011) 678-2443				
Thinking & Planning Strategically, Cape Town, (021) 462-7902				Sales Negotiation, Durban, 086 152 0000
		Working with Unit Standards in the Workplace, Durban, (021) 685-0451	OFO Applied, Durban, (021) 685-0451	
			Time Management, Cape Town, (011) 678-2443	Professional Telephone Skills, Cape Town, (021) 685-7726
Management & Leadership Development, Cape Town, (011) 678-2443				
		Assertiveness and Confidence at Work, Johannesburg, (011) 431-1533		
		Finance for Non-Financial Managers, Johannesburg, 0861 ASTROT (0861 278 768)		
		Finance for Non-Financial Managers, Cape Town, 0861 ASTROT (0861 278 768)		
People Management & Leadership, Pretoria, (011) 704-0720/4			Emotional Intelligence, Durban, 086 152 0000	
	Measuring ROI of Training, Johannesburg, (011) 726-3040			
	Strategic Management Tools in Turbulent Times, Johannesburg, (011) 771-7000			

AUGUST 2009 – WEEK 4 (continued)

<i>Monday (24/08)</i>	<i>Tuesday (25/08)</i>	<i>Wednesday (26/08)</i>	<i>Thursday (27/08)</i>	<i>Friday (28/08)</i>
		Business Image & Corporate Etiquette, Cape Town, (011) 704-0720/4	Professional Report Writing Skills, Cape Town, (011) 704-0720/4	
			Perfect Presentation Skills, Johannesburg, (011) 704-0720/4	
	Innovative Coaching and Mentoring Practices for Organisations, Cape Town, (021) 979-5172		World Class Reception Skills, Cape Town, (021) 685-7726	
		Service Level Agreements, Johannesburg, (011) 726-3040	Talent Management and Succession Planning, Cape Town, (021) 979-5172	

SEPTEMBER 2009 – WEEK 1

<i>Monday (31/08)</i>	<i>Tuesday (01/09)</i>	<i>Wednesday (02/09)</i>	<i>Thursday (03/09)</i>	<i>Friday (04/09)</i>
Managing Time for Results, Durban, (011) 704-0720/4	Implementing and Maintaining BRC, Cape Town, (021) 872-7322		Ethics, Johannesburg, (011) 678-2443	Effective Sales, Cape Town, (011) 678-2443
	Mentoring & Coaching, Johannesburg, (011) 678-2443			
The Complete PA: Step Up and Stand Out, Johannesburg, 0861 BIZTECH	Business Writing: The Unwritten Rules, Johannesburg, 0861 BIZTECH	How to target and use the correct Salary Surveys and to develop a market related pay scale, Johannesburg, (011) 453-0080	Negotiating Skills, Johannesburg, (011) 485-2150	Leadership – Influencing People under your Direction, Johannesburg, (011) 485-2150
			Supervisory Management Skills, Cape Town, (021) 685-7726	
	Project Management for Non-Project Managers, Johannesburg, (011) 704-0720/4		EQ in Leadership, Cape Town, (011) 704-0720/4	
		Professional Report Writing Skills, Durban, (011) 704-0720/4		Quality Customer Service, Pretoria, (011) 704-0720/4
	HIV/AIDS Peer Educator, Cape Town, (011) 678-2443		Communication & Presentation Skills, Johannesburg, (011) 678-2443	
		Chairing & Managing Business Meetings, Cape Town, (011) 704-0720/4		
		Professional Development for Secretaries and PA's, Johannesburg, (011) 431-1533		
		Project Management for Non-Project Managers, Johannesburg, 0861 ASTROT (278 768)		
		Internal Consulting Skills, Cape Town, (021) 462-7902		
		The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (278 768)		
		Corporate Governance – Complying with King, Johannesburg, 0861 ASTROT (278 768)		
		Supervisory Management, Johannesburg, (011) 678-2443		
		Effective Business Writing Skills, Durban, (011) 678-2443		
	The Management Development Programme, Johannesburg, (011) 771-7000			

SEPTEMBER 2009 – WEEK 3 (continued)

<i>Monday (14/09)</i>	<i>Tuesday (15/09)</i>	<i>Wednesday (16/09)</i>	<i>Thursday (17/09)</i>	<i>Friday (18/09)</i>
	Time and Stress Management, Cape Town, (021) 685-7726			
	Change Management for System Implementation: Skills for a Change Manager, Johannesburg, (011) 447-7077			
	Supervisory Skills, Pretoria, (011) 704-0720/4			
Situational Leadership, Benoni, (011) 442-4334				

SEPTEMBER 2009 – WEEK 4

<i>Monday (21/09)</i>	<i>Tuesday (22/09)</i>	<i>Wednesday (23/09)</i>	<i>Thursday (24/09)</i>	<i>Friday (25/09)</i>
Effective Sales, Johannesburg, (011) 678-2443	Effective Sales, Durban, (011) 678-2443	Ethics, Cape Town, (011) 678-2443		
Ethics, Durban, (011) 678-2443		Chairing & Managing Business Meetings, Johannesburg, (011) 704-0720/4		
Diversity Management, Cape Town, (011) 678-2443		Telephone Etiquette, Cape Town, (011) 678-2443		
Negotiating for Results, Johannesburg, (011) 704-0720/4		Assertiveness Skills, Durban, (011) 678-2443		
Telephone Excellence, Cape Town, (011) 704-0720/4				
EQ in Leadership, Pretoria, (011) 704-0720/4				
Communication & Presentation Skills, Cape Town, (011) 678-2443				
Business Contracts & SLAs, Johannesburg, 0861 ASTROT (278 768)				

SEPTEMBER 2009 – WEEK 5

<i>Monday (28/09)</i>	<i>Tuesday (29/09)</i>	<i>Wednesday (30/09)</i>	<i>Thursday (01/10)</i>	<i>Friday (02/10)</i>
Implementing the Law of Attraction, Durban, (011) 678-2443	An Introductory Course on Development TOR's for an Evaluation, Cape Town, (012) 997-6059	Effective Use of the Telephone, Johannesburg, (011) 485-2150	More Hours in Your Day, Johannesburg, (011) 485-2150	Minute Taking for Meetings, Pretoria, (011) 704-0720/4
Recruitment & Selection, Durban, (011) 678-2443	Communication & Presentation Skills, Durban, (011) 678-2443	An Introductory Course on Evaluating an Evaluation – Meta-Evaluation, Cape Town, (012) 997-6059		
Mastering Time & Self Management, Johannesburg, 0861 BIZTECH		Bridging the Gape: From Technical Person to Manager, Johannesburg, 0861 ASTROT (278 768)		English Communication Skills, Johannesburg, (011) 431-1533
Finance for Non-Financial Managers, Johannesburg, (011) 678-2443			Mentoring & Coaching, Cape Town, (011) 678-2443	
Supervisory Management, Cape Town, (011) 678-2443				
Personal Assistant, Johannesburg, (011) 678-2443				
	Quality Customer Service, Cape Town, (011) 704-0720/4			
	Brilliant Business Writing Skills, Johannesburg, (011) 704-0720/4			