

**SIYB  
TRAINING BUZZ**

**DECEMBER 2009**



## CONTENTS

	Page
1. Did you know?	3
2. Helping informal traders to help themselves	7
3. Tips for small business - FIFA World Cup 2010	10
4. Training and development events	11

## EDITORIAL ADDRESS

Marina Clarke

National Economic Development Manager, Epilepsy South Africa

SIYB Master Trainer

P O Box 73, Observatory, 7935

Tel: (021) 447-3014

Fax: (021) 448-5053

E-mail: [economicdev.no@epilepsy.org.za](mailto:economicdev.no@epilepsy.org.za)

## DID YOU KNOW?

**Ernst & Young Best Entrepreneur Award:** Willem Roos and Howard Aron (joint founders of OUTsurance) were announced the winners in the best entrepreneur category of the South African chapter of the Ernst & Young World Entrepreneur Award. This category recognizes entrepreneurs from companies that have turnovers greater than R100million.

Zanele Xaba, Director and country leader for the Ernst & Young Entrepreneur Awards Programme comments “this year, we have seen innovation at its finest, with all the finalists each having a distinctive way in which they adapt to continuously changing environments in order to succeed”.

Roos and Aron started OUTsurance, the direct short-term insurance operation offering car insurance and household insurance within the RMBH stable. Launched in February 1998, OUTsurance soon captured the imagination of the public with its innovative approach that included a suite of personal insurance products with a range of special features and benefits. It pioneered the concept of getting cash back if you do not claim through its OUTbonus offering. OUTsurance subsequently also launched Business OUTsurance in 2003, extending their direct service model to small and medium-sized businesses too.

Roos and Aron will join the winners from 40 other countries from all over the world to be inducted into the Entrepreneur Hall of Fame and compete for the global title of Best Entrepreneur in the Ernst & Young World Entrepreneur Awards Programme, which is to be held in Monte Carlo in June 2010. Considered one of the world’s premier business awards akin to the business Oscars, the global programme celebrates the achievements of outstanding entrepreneurs and ensures recognition of the contributions of these individuals to the economic and social progress of their countries.

**NYDA reiterates its plans to support young people with disabilities:** On Thursday, 3 December 2009 the world observed the International Day of Persons with Disabilities. The day aims to create awareness about the challenges faced by people with disabilities, their rights and the importance of integrating them in our communities. The 2009 theme was: “Making the millennium development goals inclusive: empowerment of persons with disabilities and their communities around the world”.

The millennium development goals are eight important development challenges that must be addressed by the global community; they include poverty, healthcare, education and environmental concerns. According to the United Nations, for the millennium development goals to be achieved they must include persons with disabilities, who according to the World Bank make up 10% of the world’s population and 20% of global poverty.

In 2007 the former Umsobomvu Youth Fund (now operating as the National Youth Development Agency) commissioned research as a basis for developing a disability framework for the employment, management and provision of reasonable accommodation for people with disabilities within UYF itself. The research revealed that a large number of people with disabilities remain unemployed and physical access to services and opportunities remains a big challenge for people with disabilities who would otherwise be in a position to take advantage of opportunities presented by the growing South African economy.

As a result, ensuring that young people with disabilities are actively involved in the economy forms part of the National Youth Development Agency (NYDA) mandate. The appointment of Mcebo Khumalo, the Deputy National Chairperson of Disabled Youth South African and National Council member of Disabled People South Africa as a Non-Executive Board Member of the NYDA board was the beginning in the fulfillment of this mandate.

In spite of his visual impairment, Khumalo is pursuing his dreams and is currently studying for a Bachelor of Social Sciences degree at the University of KwaZulu-Natal (UKZN) Howard Campus majoring in Political Science with Economic History and Development Studies as his sub-majors. In the past Mcebo has worked as an Educator and has run his own driving school business.

“The NYDA will reach out to all young people through targeted and integrated programmes, but particularly to those who come from a disadvantaged background or have a disability. A disability should not prevent any young person from achieving their dreams,” Khumalo concluded.

For further information contact Refilwe Mphane at the NYDA on (011) 651-7175 / 084 308 5860 or Siyabonga Magadla on 083 686 9016.

**Youth social and economic challenges was top of the agenda at the 1<sup>st</sup> Southern Africa Pan-African Youth Union meeting:** Delegates at the 1<sup>st</sup> Southern Africa Pan-African Youth Union (PYU) regional meeting hosted in Kempton Park, South Africa in November 2009 have come out with tangible recommendations towards tackling social and economic challenges facing young people in the SADC region. The National Youth Development Agency (NYDA) hosted the first ever PYU meeting from 16 – 17 November 2009. The meeting attended by close to 80 delegates representing 9 African countries discussed a number of social and economic issues including education, skills development, youth employment, entrepreneurial development, prevention and treatment of HIV/AIDS.

The meeting was convened to develop a regional plan for the implementation of the African Youth Charter, to discuss ways of strengthening the SADC Youth Union and to discuss a ten year plan developed by the PYU in collaboration with the African Union (AU) Commission.

One of the key issues that dominated the discussions was the need for African youth to actively participate in the economic mainstream. It must be reaffirmed that Southern Africa's mineral resources belong to Southern Africa and in Africa and there should be a campaign against imperialism in order to prevent the economic colonization of Africa. The delegates further called on African countries to set aside not less than 10% of their annual budgets for youth development.

Delegates expressed their appreciation of the decision by African Heads of States and Governments to declare the years 2009 – 2018 as "The Decade of Youth Development". They called on the AU to ensure greater leadership and participation of young people within its programmes and processes, particularly the African Peer Review Mechanism (APRM) and the Economic Social and Cultural Council (ECOSOC). They further praised the seventeen countries that have to date ratified the African Youth Charter, four of which are from the Southern African Region. The African Youth Charter (AYC) creates a legally binding framework for governments to develop supportive policies and programmes for young people. The charter speaks to programmes that alleviate poverty amongst young people, access to compulsory and quality education, ensuring full economic participation and building sustainable livelihoods for all young people.

The meeting unanimously agreed that youth challenges must be driven by all relevant stakeholders. Some of the resolutions of the meeting include:

- A continental trust fund needs to be established and the AU must be lobbied to provide a budget for this trust.
- There needs to be Youth Studies in higher education institutions.
- Youth development must be institutionalised in all government institutions, the private sector and civil society.

On Regional and International Solidarity the delegates resolved that:

- A hand of solidarity must be extended to the people of Western Sahara as they remain the only colony in Africa. The pressure campaign must continue in order to ensure the speedy withdrawal of Morocco's occupation and the release of the Group of Seven from Western Sahara.
- The PYU unequivocally supports the AU program on Africanism and the central role played by former President Thabo Mbeki on the unification of Africa and African Renaissance, leaving no room for Western forces to prosecute African Leadership, particularly former President Mbeki.
- The sanctions imposed on Zimbabwe must be lifted as they weigh heavily on the people of Zimbabwe, especially young people and prevent their full and effective participation as citizens.

On HIV/AIDS the delegates affirmed that prevention of HIV must be the entry point for all interventions, there should be continuous awareness programmes targeted at young people encouraging the usage of condoms and applying other prevention measures.

The PYU which Executive Chairperson of the NYDA Andile Lungisa is also the Deputy President, is an all Africa youth organisation representing youth formations in the African continent.

For more information contact:

- Siyabonga Magadla, NYDA, 083 686 9016, [smagadla@nyda.gov.za](mailto:smagadla@nyda.gov.za)
- Refilwe Mphane, NYDA, (011) 651-7175 / 084 308 5860, [rmphane@nyda.gov.za](mailto:rmphane@nyda.gov.za)

**Epilepsy SA Youth Entrepreneurship Programme:** The National Office of Epilepsy South Africa identified the establishment of a youth entrepreneurship programme focusing on creating awareness, education and training and an award scheme as one of the focal areas for the 2010/2011 financial year. The programme will serve young people (18 – 25 years) with disabilities and aims to train ten entrepreneurial trainers for this target group in the first year. This programme will be linked to the accreditation of the Epilepsy SA entrepreneurial training programme to the FET Certificate in New Venture Creation. In addition, Epilepsy SA hopes to create a national award for young entrepreneurs with disabilities. For more information contact Marina Clarke on (021) 447-3014 or [economicdev.no@epilepsy.org.za](mailto:economicdev.no@epilepsy.org.za).

## **HELPING INFORMAL TRADERS TO HELP THEMSELVES**

**By Isaac Mnguni**

South Africa's poor have heeded government's call to do it for themselves in the spirit of *vukuzenzele*. To millions of people affected by poverty and unemployment, the most obvious option to 'do it for yourself' is to start small business initiatives such as selling fruits and vegetables, clothes, fast food at a street corner, and operating 'spaza' shops.

For them, starting their own businesses is the only way to ensure that they participate meaningfully in the informal economy, provide for their families and create jobs to the unemployable. However, government is seen as not doing much to help informal traders to help themselves.

In the City of Johannesburg (CoJ), the city's Trading Policy defines informal trading as the 'sale of goods by individuals and or groups in locations designated for informal trading'. However, Johannesburg-based informal traders continue to clash with the Johannesburg Metro Police Department (JMPD) and the Metropolitan Trading Company (MTC). The JPMD and MTC accuse informal traders of trading illegally instead of going through the latter to be allocated a space to sell from. MTC is a CoJ-owned entity, tasked with the responsibility of regulating trade and transport facilities within the city.

The JPMD and MTC blame the so-called 'illegal' informal traders for trading in locations where trading is prohibited within the city. Unlike those who operate at locations designated for informal trading by the city, informal traders who sell illegally within the city often suffer as JMPD officials confiscate their goods.

Many informal traders feel that the CoJ should step up its efforts to ensure that all informal traders enjoy their constitutional right to practice trade of their choice. They argue that failure to do so will leave them with no means to generate income to sustain their families.

Other informal traders are of the view that the CoJ should invest resources into growing the informal trading sector rather than focusing only on income-generation projects. To them, growing the informal trading sector can help poor people to sustain their business initiatives and make the sector more sustainable.

Only a few informal traders have been provided with locations designated for informal trading. However, many informal traders fear that relocating them to areas that are not accessible to most of their customers will limit their ability to make profit.

Just like informal traders who operate legally within the city, illegal traders' biggest wish is to be moved to designated locations that are close to taxi ranks where most of their potential customers can reach them. However, it is important that the CoJ, through the MTC and JMPD, consult with informal traders and organisations that represent their interests, when taking decisions that affect informal traders.

In the same vein, Orange Farm-based informal traders criticise the MTC for attempting to relocate them from where they are currently selling from. They claim that the MTC argues that the reason for the relocation is that their current location falls under a property sold to developers by the city.

"We are generating a lot of money and they want to move us. They want to move us to a place that only has 30 stalls. What about the other informal traders," explains Nomvula Mkhwanazi, one of the 70 traders who feel that moving them will marginalise their businesses.

Her view is reiterated by the spokesperson for the Orange Farm Hawkers Association (OFHA), Mxolisi Sibeko, who argues that the MTC should stop viewing relocating informal traders as the only means to deal with the problems they face. Sibeko calls for the establishment of a task team that will represent the interests of informal traders. He argues that: "The MTC is doing its job but in a wrong way. It should not take decisions for us without consulting us."

On the other hand, concerned customers such as Thabiso Mahlangu, believes that relocating informal traders to places that are 'out of reach' will make it difficult to continue buying from them.

Zodwa Khumulo, a domestic worker in the central business district (CBD), has been buying lunch from informal traders for the past four years. Khumalo prefers buying lunch from informal traders because the food is affordable and of high quality. Just like Mahlangu, Khumalo is against the relocation because regular customers will no longer receive the services that they are accustomed to. "It's unfair for us as customers," says Khumalo.

Another association representing the informal traders, Concerned Hawkers and Traders Association (CHATA), slams the city's bylaws for being unconstitutional and for violating the informal trader's right to trade. CHATA deputy chairperson, Mischka Cassiem, says that a framework should be established in which both government and informal traders can engage and deliberate on issues affecting the informal trading sector. In addition, she is of the view that government should create a platform for the informal sector in Parliament. "Nobody is looking after informal traders," she argues.

## **General problems faced by informal traders**

The Ecumenical Service for Socio-Economic Transformation (ESSET) is also blaming the CoJ by-laws for marginalising informal traders. ESSET argues that the city's by-laws fail to take into account that most informal traders are poor and illiterate. ESSET communication and information coordinator, Thabo Koole, argues that, "Bylaws are imposed and there was never any engagement with hawkers. They are also written in English."

Informal traders from Greater Kliptown and Sisulu Square Informal Traders Association (KSIA) has also voiced their concerns about how the MTC is treating informal traders. KSIA spokesperson, Sam Takara, accuses the MTC of relocating informal traders to designated locations that are not complete. Takara challenges the MTC to stop the relocation until such areas are complete.

Responding to the concerns raised, MTC chief executive officer, Alfred Sam, has expressed willingness to engage informal traders and other roleplayers on issues and problems affecting them, including the allocation of stalls in demarcated trading areas. According to him, preference will be given to informal traders who meet the requirements set by the MTC when allocating space to informal traders.

On a positive note, informal traders realise the need to be empowered to better run their businesses.

Tau Qwelane, an informal trader who has been selling goods at Johannesburg's Noord Street since 2001, thanks the MTC and the University of the Witwatersrand, for partnering to provide them [informal traders] with basic business skills. Qwelane argues that, "The MTC has done enough to upgrade my business skills."

In the same vein, Xolani Nxumalo, deputy director for the CoJ's department of economic development, says that, "Basic business skills are being taught to informal traders, equipping them with the means to grow their businesses."

Participants are provided with food packs and transport allowances during the training. However, University of the Witwatersrand's Johan Swanepoel notes that, "Illiteracy continues to undermine this initiative."

In conclusion, with the 2010 FIFA World Cup coming to South Africa, the majority of informal traders fear they might be prevented from doing business close to the stadiums as FIFA insists that the venues should have 'smart surroundings'. As the country's municipalities gear up for clean-up initiatives in preparation for the event, the fear is that municipalities will target informal traders. This will further violate their right to practice trade of their choice and heed government's call to act in the spirit of vukuzenzele and lift themselves out of poverty.

*Isaac Mnguni is an International Human Rights Exchange Programme intern at SANGONeT.*

**Source: SANGONeT newsletter, Issue number 66, December 2009**

### TIPS FOR SMALL BUSINESS - FIFA WORLD CUP 2010

- Understand the limitations. Just because the whole world is watching South Africa, it doesn't mean that you can do whatever you like. There are limitations to what you can do and where you can do it. If your business operates close to the stadiums make sure you understand exactly how Fifa's rules apply to your business. The last thing you want is for the powers that be to come and clamp down on you. Remember, Fifa rules are legally enforceable.
- Know who is going to go where and when. There will be a lot of people moving around the country over the course of the tournament and many of those people will have only a rudimentary knowledge of English. If you are expecting an influx of Spanish fans to your city then make sure that you have someone on your team who can communicate with them.  
You have six months to get a working knowledge of a few key languages. Learning Korean might be a little tough, but if you are selling something that would appeal to that market, then it might be worth the investment.
- Don't overinvest. If you are spending a lot of money to launch services just for the tournament then you need to make sure that you will get that money back during the tournament. If it is going to be a long-term investment in new infrastructure ensure that you are spending money on infrastructure that will be sustainable after the tournament ends.
- Look after your customers. Don't forget who your real customers are. If you neglect your existing customer base to focus entirely on the fans, you run the risk of alienating them. The fans will be here for six weeks, but the South Africans will be spending money with you for years. Locals are going to feel as though their lives have been disrupted enough without being slighted by their regular establishments. Also ramping up your prices to take advantage of the tourists will only annoy existing customers, who will notice the price increases.

Source: Mail & Guardian, December 18 to 22 2009, page 31

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

### JANUARY 2010 – WEEK 2

<i>Monday (04/01)</i>	<i>Tuesday (05/01)</i>	<i>Wednesday (06/01)</i>	<i>Thursday (07/01)</i>	<i>Friday (08/01)</i>
		Team Building, Cape Town, (011) 678-2443		Team Building, Johannesburg, (011) 678-2443
		Women in Management, Durban, (011) 678-2443		

### JANUARY 2010 – WEEK 3

<i>Monday (11/01)</i>	<i>Tuesday (12/01)</i>	<i>Wednesday (13/01)</i>	<i>Thursday (14/01)</i>	<i>Friday (15/01)</i>
Customer Service, Cape Town, (011) 678-2443		Meeting Management, Johannesburg, (011) 678-2443	Communication & Presentation Skills, Johannesburg, (011) 678-2443	
Performance Management, Johannesburg, (011) 678-2443				
Strategic Planning & Change Management, Cape Town, (011) 678-2443			Customer Service, Johannesburg, (011) 678-2443	
Time Management, Durban, (011) 678-2443	Turn Your Receptionist into an Ambassador, Johannesburg, (011) 787-6781	Turn Your Receptionist into an Ambassador, Cape Town, (011) 787-6781	Performance Management, Johannesburg, (011) 485-2150	Meeting Management, Cape Town, (011) 678-2443
			Performance Management, Cape Town, (011) 678-2443	
			Recruitment & Selection, Durban, (011) 678-2443	
			Supervisory Management, Durban, (011) 678-2443	
			Women in Management, Cape Town, (011) 678-2443	
				Succeeding as a First-time Supervisor, Johannesburg, (011) 485-2150

### JANUARY 2010 – WEEK 4

<i>Monday (18/01)</i>	<i>Tuesday (19/01)</i>	<i>Wednesday (20/01)</i>	<i>Thursday (21/01)</i>	<i>Friday (22/01)</i>
Advanced Leadership and Management Programme, Johannesburg, (011) 865-0523			Emotional Intelligence, Cape Town, (011) 865-0523	
	Job Profiling and Competency Design, Johannesburg, (021) 979-5172			Customer Service, Durban, (011) 678-2443
Communication & Presentation Skills, Cape Town, (011) 678-2443		Assertiveness, Cape Town, (011) 678-2443	Innovative Retention Strategies for Generation X and Y Knowledge Workforce, Johannesburg, (021) 979-5172	
Recruitment & Selection, Cape Town, (011) 678-2443				
Create and Deliver Dynamic Business Presentations, Johannesburg, (011) 582-3300		Assertiveness, Durban, (011) 678-2443		Assertiveness, Johannesburg, (011) 678-2443
		Effective Business Writing Skills, Cape Town, (011) 678-2443		
Finance for Non-Financial Managers, Durban, (011) 678-2443			Recruitment & Selection, Johannesburg, (011) 678-2443	
	Selling Skills, Johannesburg, (011) 787-6781	HIV/AIDS Peer Educator, Johannesburg, (011) 678-2443		
		Labour Relations and Effective Discipline, Cape Town, (011) 678-2443		
		Project Management, Durban, (011) 678-2443		

**JANUARY 2010 – WEEK 4 (continued)**

<i>Monday (18/01)</i>	<i>Tuesday (19/01)</i>	<i>Wednesday (20/01)</i>	<i>Thursday (21/01)</i>	<i>Friday (22/01)</i>
Strategic Planning & Change Management, Johannesburg, (011) 678-2443				Time Management, Johannesburg, (011) 678-2443
Supervisory Management, Johannesburg, (011) 678-2443				
		Time Management, Cape Town, (011) 678-2443	Brilliant Business Writing Skills, Johannesburg, (011) 704-0720/4	
Women in Management, Johannesburg, (011) 678-2443				Minute Taking for Meetings, Pretoria, (011) 704-0720/4
People Management & Leadership, Johannesburg, (011) 704-0720/4			Telephone Excellence, Cape Town, (011) 704-0720/4	
	Leadership – Influencing People under your Direction and Care, Johannesburg, (011) 485-2150	Managing Time for Results, Cape Town, (011) 704-0720/4	Getting Disability in the Workplace on Track, Johannesburg, (011) 726-3040	
		Emotionally Intelligent Leadership, Pretoria, (011) 704-0720/4		
		IT Contracts & SLAs, Johannesburg, (011) 582-3200		
	Complete Guide to Meetings and Minute Taking, Johannesburg, (011) 431-1533		Turn Your Receptionist into an Ambassador, Durban, (011) 787-6781	The Psychology of Customer Service, Johannesburg, (011) 485-2150
		Selling Skills, Cape Town, (011) 787-6781		

**JANUARY 2010 – WEEK 5**

<i>Monday (25/01)</i>	<i>Tuesday (26/01)</i>	<i>Wednesday (27/01)</i>	<i>Thursday (28/01)</i>	<i>Friday (29/01)</i>
Finance for Non-Financial Managers, Johannesburg, (011) 726-3040		Business-wise Seminar, Cape Town, (011) 865-0523	Minute Taking & Meeting Procedure and Report Writing Skills, Cape Town, (011) 865-0523	
Communication & Presentation Skills, Durban, (011) 678-2443				
Advanced Leadership and Management Programme, Cape Town, (011) 865-0523			EE Transformation Master Class Module 3, Johannesburg, (011) 726-3040	EE Transformation Master Class Module 4, Johannesburg, (011) 726-3040
EE Transformation Master Class Module 1, Johannesburg, (011) 726-3040	EE Transformation Master Class Module 2, Johannesburg, (011) 726-3040	EE Transformation Master Class Module 2, Johannesburg, (011) 726-3040		Getting Things Done with Microsoft Outlook and Other Productivity Tools, Johannesburg, (011) 726-3040
Problem Solving, Cape Town, (011) 678-2443	Innovative On-Boarding (Induction & Orientation) Practices for Organisations, Johannesburg, (021) 979-5172		Payroll Manager's Refresher Seminar, Pretoria, (031) 268-3255/3052	
Finance for Non-Financial Managers, Johannesburg, (011) 678-2443			Competency-Based Recruitment and Interviewing Skills with new module on Employing People with Disabilities, Johannesburg, (021) 979-5172	
HIV/AIDS Peer Educator, Cape Town, (011) 678-2443				
Project Management, Cape Town, (011) 678-2443				
Mastering Time and Self-Management: Become a High Achiever, Johannesburg, (011) 582-3300		Chairing Disciplinary Hearings, Johannesburg, (011) 726-3040		
		Effective Business Writing Skills, Johannesburg, (011) 678-2443		
Professional Project Administration, Johannesburg, (011) 431-1533		Finance for Non-Financial Managers, Cape Town, (011) 678-2443		
		Labour Relations and Effective Discipline, Johannesburg, (011) 678-2443		
Supervisory Management, Cape Town, (011) 678-2443				Problem Solving, Johannesburg, (011) 678-2443
	Negotiating for Results, Pretoria, (011) 704-0720/4			
	Report Writing Essentials, Johannesburg, (011) 431-1533	Project Management, Johannesburg, (011) 678-2443		
		Labour Relations and Labour Law, Johannesburg, 0861 ASTROT (278 768)		

**JANUARY 2010 – WEEK 5 (continued)**

<i>Monday (25/01)</i>	<i>Tuesday (26/01)</i>	<i>Wednesday (27/01)</i>	<i>Thursday (28/01)</i>	<i>Friday (29/01)</i>
	Turn Your Receptionist into an Ambassador, Pretoria, (011) 787-6781	Minute Taking for Meetings, Cape Town, (011) 704-0720/4	BEE Seminar: Development of BEE Strategies, Johannesburg, (011) 726-3040	
		Advanced Problem Solving, Johannesburg, 0861 ASTROT (278 768)		
	Telephone Excellence, Johannesburg, (011) 704-0720/4	Payroll Manager's Refresher Seminar, Johannesburg, (031) 268-3255/3052	Turn Your Receptionist into an Ambassador, Bloemfontein, (011) 787-6781	Getting things done with Microsoft Outlook and other Productivity Tools, Johannesburg, (011) 726-3040
	Excel Applications in Financial Management and Modeling, Johannesburg, (011) 726-3040		Brilliant Business Writing Skills, Cape Town, (011) 704-0720/4	
			Brilliant Business Writing Skills, Durban, (011) 704-0720/4	
	Situational Leadership, Benoni, (011) 442-4334		Supervisory Skills, Pretoria, (011) 704-0720/4	
	Management I, Benoni, (011) 442-4334		Competency-based Recruitment and Selection, Johannesburg, (011) 726-3040	
		E-Marketing Essentials, Johannesburg, (011) 431-1533	Payroll Manager's Refresher Seminar, Johannesburg, (031) 268-3255/3052	
		Presenting with Confidence, Johannesburg, (011) 431-1533		
		The PA MBA, Johannesburg, (011) 582-3300		
		IT and the Law, Johannesburg, (011) 582-3200		
		Selling Skills, Durban, (011) 787-6781	Turn Your Receptionist into an Ambassador, Johannesburg, (011) 787-6781	

**FEBRUARY 2010 – WEEK 1**

<i>Monday (01/02)</i>	<i>Tuesday (02/02)</i>	<i>Wednesday (03/02)</i>	<i>Thursday (04/02)</i>	<i>Friday (05/02)</i>
Managing Your Time, Benoni, (011) 442-4334	Corporate Governance (King III), Midrand, (011) 865-0523		Diversity Management, Johannesburg, (011) 678-2443	
			Diversity Management, Cape Town, (011) 678-2443	
	Monitoring & Evaluation, Johannesburg, (011) 678-2443		Quality Customer Service, Pretoria, (011) 704-0720/4	
	Personal Assistant, Johannesburg, (011) 678-2443			
Mastering Minutes and Meeting Protocol, Johannesburg, (011) 582-3200		Mastering Leadership and Management Skills, Johannesburg, (011) 582-3200		
Payroll Manager's Refresher Seminar, Durban, (031) 268-3255/3052	Payroll Manager's Refresher Seminar, Cape Town, (031) 268-3255/3052	Payroll Manager's Refresher Seminar, Cape Town, (031) 268-3255/3052		
		Working with Social Styles, Benoni, (011) 442-4334		
		Business Process Management, Johannesburg, (011) 582-3200		

**FEBRUARY 2010 – WEEK 2**

<i>Monday (08/02)</i>	<i>Tuesday (09/02)</i>	<i>Wednesday (10/02)</i>	<i>Thursday (11/02)</i>	<i>Friday (12/02)</i>
Corporate Governance (King III), Cape Town, (011) 865-0523	Selling Skills, Cape Town, (011) 787-6781	Managing Time, Cape Town, (021) 685-7726	Selling Skills, Johannesburg, (011) 787-6781	Ethics, Cape Town, (011) 678-2443
Mentoring & Coaching, Durban, (011) 678-2443	Finance for Non-Financial Managers, Johannesburg, (011) 678-2443			
Labour Relations and Effective Discipline, Durban, (011) 678-2443			Mentoring & Coaching, Johannesburg, (011) 678-2443	
Leadership Development for Women, Johannesburg, (011) 678-2443			Perfect Presentation Skills, Johannesburg, (011) 704-0720/4	
Management and Leadership Development, Durban, (011) 678-2443				
Project Management for Non-Project Managers, Pretoria, (011) 704-0720/4			Stress Management, Johannesburg, (011) 678-2443	
Professional Switchboard, Reception and Frontline Skills, Johannesburg, (011) 582-3300		Minute Taking for Meetings, Durban, (011) 704-0720/4	Perfect Presentation Skills, Durban, (011) 704-0720/4	

**FEBRUARY 2010 – WEEK 3**

<i>Monday (15/02)</i>	<i>Tuesday (16/02)</i>	<i>Wednesday (17/02)</i>	<i>Thursday (18/02)</i>	<i>Friday (19/02)</i>
Conflict Management & Negotiation Skills, Cape Town, (011) 678-2443			Diversity Seminar, Johannesburg, (021) 762-5742	
Effective Sales, Durban, (011) 678-2443		Meeting & Minute Taking Skills, Cape Town, (021) 685-7726		
Meeting Point China, Johannesburg, (011) 771-7000				
Emotional Intelligence & Personal Mastery, Cape Town, (011) 678-2443		Business Contracts & SLAs, Johannesburg, 0861 ASTROT (278 768)		
Negotiating for Results, Cape Town, (011) 704-0720/4		Events Management, Johannesburg, (011) 726-3040		
Emotionally Intelligent Leadership, Johannesburg, (011) 704-0720/4		Conflict Management & Negotiation Skills, Durban, (011) 678-2443		
Project Management, Pretoria, (011) 678-2443			Personal Assistant, Cape Town, (011) 678-2443	
Project Management, Cape Town, (011) 678-2443				
Supervisory Management, Johannesburg, (011) 678-2443				
Television and Radio Interviewing Skills, Johannesburg, (011) 678-2443		Personal Mastery: Identifying your passion and purpose, Johannesburg, (011) 678-2443		
The Total Team Leader, Johannesburg, (011) 582-3300		People Management & Leadership, Cape Town, (011) 704-0720/4		
Managing Time for Results, Pretoria, (011) 704-0720/4				
Situational Leadership, Benoni, (011) 442-4334				
Finance for Non-Financial Staff, Johannesburg, (011) 442-4334				

**FEBRUARY 2010 – WEEK 4**

<i>Monday (22/02)</i>	<i>Tuesday (23/02)</i>	<i>Wednesday (24/02)</i>	<i>Thursday (25/02)</i>	<i>Friday (26/02)</i>
	Enterprise Risk Management Africa 2010, Johannesburg, (011) 476-8264/0			
Conflict Management & Negotiation Skills, Johannesburg, (011) 678-2443		Effective Sales, Johannesburg, (011) 678-2443		
Effective Business Writing Skills, Johannesburg, (011) 678-2443		Effective Sales, Cape Town, (011) 678-2443		
Frontline Customer Service, Cape Town, (011) 678-2443	Conflict Management, Benoni, (011) 442-4334	Effective Business Writing Skills, Cape Town, (011) 678-2443		
Mentoring & Coaching, Cape Town, (011) 678-2443		Effective Business Writing Skills, Durban, (011) 678-2443		
Perfect Presentation Skills, Cape Town, (011) 704-0720/4		Frontline Customer Service, Johannesburg, (011) 678-2443	Emotional Intelligence & Personal Mastery, Johannesburg, (011) 678-2443	
Monitoring & Evaluation, Cape Town, (011) 678-2443		The Success Behind Effective Teams, Durban, (011) 485-2150		Ethics, Johannesburg, (011) 678-2443
Monitoring & Evaluation, Durban, (011) 678-2443				
Office Management, Johannesburg, (011) 678-2443				Frontline Customer Service, Durban, (011) 678-2443
Office Management, Cape Town, (011) 678-2443				
Brilliant Business Writing Skills, Pretoria, (011) 704-0720/4		Management and Leadership Development, Johannesburg, (011) 678-2443		
Performance Management, Durban, (011) 485-2150	Leadership – Influencing People under your Direction, Durban, (011) 485-2150	Management and Leadership Development, Cape Town, (011) 678-2443		
		Project Management, Johannesburg, (011) 678-2443		
		Supervisory Management Skills, Cape Town, (021) 685-7726	Emotional Intelligence & Personal Mastery, Cape Town, (011) 678-2443	
		Succeeding as a First-time Supervisor, Durban, (011) 485-2150		
			Supervisory Skills, Johannesburg, (011) 704-0720/4	
	Presentations that Work, Benoni, (011) 442-4334			

**MARCH 2010 – WEEK 1**

<i>Monday (01/03)</i>	<i>Tuesday (02/03)</i>	<i>Wednesday (03/03)</i>	<i>Thursday (04/03)</i>	<i>Friday (05/03)</i>
Communication & Presentation Skills, Cape Town, (011) 678-2443	The 3-day MBA, Johannesburg, 0861 ASTROT (278 768)			
Effective Business Writing Skills, Johannesburg, (011) 678-2443		Communication & Presentation Skills, Johannesburg, (011) 678-2443		
Team Building, Cape Town, (011) 678-2443	Minute Taking for Meetings, Johannesburg, (011) 704-0720/4		Finance for Non-Financial Managers, Cape Town, (011) 678-2443	
Management 1, Benoni, (011) 442-4334				Telephone Etiquette, Cape Town, (011) 678-2443
	Situational Leadership, Cape Town, (011) 442-4334			
			Professional Report Writing Skills, Johannesburg, (011) 704-0720/4	

**MARCH 2010 – WEEK 2**

<i>Monday (08/03)</i>	<i>Tuesday (09/03)</i>	<i>Wednesday (10/03)</i>	<i>Thursday (11/03)</i>	<i>Friday (12/03)</i>
Effective Sales, Cape Town, (011) 678-2443		The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (278 768)		
Personal Mastery: Identifying your passion and purpose, Johannesburg, (011) 678-2443	Leadership – Influencing People under your Direction and Care, Cape Town, (011) 485-2150	The High Performance PA or Administrator: Essential Skills, Cape Town, 0861 ASTROT (278 768)		
		Effective Business Writing Skills, Cape Town, (011) 678-2443		
		Finance for Non-Financial Managers, Durban, (011) 678-2443		
Human Resources Management, Johannesburg, (011) 678-2443				
Quality Customer Service, Cape Town, (011) 704-0720/4		Strategic Planning & Change Management, Johannesburg, (011) 678-2443		

**MARCH 2010 – WEEK 2 (continued)**

<i>Monday (08/03)</i>	<i>Tuesday (09/03)</i>	<i>Wednesday (10/03)</i>	<i>Thursday (11/03)</i>	<i>Friday (12/03)</i>
Strategic Planning & Change Management, Cape Town, (011) 678-2443		Project Management for Non-Project Managers, Cape Town, (011) 704-0720/4		
	Essential Office Skills, Cape Town, (021) 685-7726			
People Management & Leadership, Pretoria, (011) 704-0720/4			Telephone Excellence, Pretoria, (011) 704-0720/4	
Performance Management, Cape Town, (011) 485-2150		Succeeding as a First-time Supervisor, Cape Town, (011) 485-2150		
	Emotional Intelligence at Work, Benoni, (011) 442-4334			

**MARCH 2010 – WEEK 3**

<i>Monday (15/03)</i>	<i>Tuesday (16/03)</i>	<i>Wednesday (17/03)</i>	<i>Thursday (18/03)</i>	<i>Friday (19/03)</i>
Quality and Customer Service, Cape Town, (011) 678-2443	The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (278 768)			
Advanced Project Management, Johannesburg, (011) 678-2443				
Supervisory Management, Johannesburg, (011) 678-2443		Frontline Customer Service, Johannesburg, (011) 678-2443		Stress Management, Cape Town, (011) 678-2443
Professional Report Writing Skills, Cape Town, (011) 704-0720/4				
Human Resources Management, Cape Town, (011) 678-2443				
	Fighting Absenteeism (half day), Cape Town, (021) 685-7726	Project Management, Cape Town, (011) 678-2443		
	Negotiating for Results, Johannesburg, (011) 704-0720/4			Stress Management, Johannesburg, (011) 678-2443
	New Consumer Protection Act, Johannesburg, (011) 454-5505	Managing Time for Results, Durban, (011) 704-0720/4	Professional Report Writing Skills, Durban, (011) 704-0720/4	
Why Implement a Balanced Scorecard?, Johannesburg, (011) 771-7000				
	Situational Leadership, Benoni, (011) 442-4334			
Strategic Planning, Benoni, (011) 442-4334				

**MARCH 2010 – WEEK 3**

<i>Monday (22/03)</i>	<i>Tuesday (23/03)</i>	<i>Wednesday (24/03)</i>	<i>Thursday (25/03)</i>	<i>Friday (26/03)</i>
	Frontline Customer Service, Durban, (011) 678-2443		Communication & Presentation Skills, Durban, (011) 678-2443	
		Situational Selling, Benoni, (011) 442-4334		Frontline Customer Service, Cape Town, (011) 678-2443
	Emotional Intelligence & Personal Mastery, Durban, (011) 678-2443			
			Effective Sales, Johannesburg, (011) 678-2443	
		Labour Relations and Effective Discipline, Johannesburg, (011) 678-2443		Team Building, Johannesburg, (011) 678-2443
		Project Management, Durban, (011) 678-2443		
	Telephone Etiquette, Johannesburg, (011) 678-2443		Quality and Customer Service, Johannesburg, (011) 678-2443	
			Supervisory Management, Cape Town, (011) 678-2443	
			Supervisory Management, Durban, (011) 678-2443	
			Women in Management, Cape Town, (011) 678-2443	
		Project Management for Non-Project Managers, Johannesburg, (011) 704-0720/4		Perfect Presentation Skills, Pretoria, (011) 704-0720/4
				Quality Customer Service, Johannesburg, (011) 704-0720/4

**MARCH 2010 – WEEK 4**

<i>Monday (29/03)</i>	<i>Tuesday (30/03)</i>	<i>Wednesday (31/03)</i>	<i>Thursday (01/04)</i>	<i>Friday (02/04)</i>
	Finance for Non-Financial Managers, Johannesburg, (011) 678-2443		Managing Time for Results, Johannesburg, (011) 704-0720/4	
	Project Management, Johannesburg, (011) 678-2443			
	Quality and Customer Service, Durban, (011) 678-2443			
	Women in Management, Johannesburg, (011) 678-2443			
	Supervisory Skills, Cape Town, (011) 704-0720/4			