



EXCELL SOLUTIONS SATM

1) - **EXECUTIVE ASSISTANT WORKSHOP (PA)**

March 2019 - SANDTON, SOUTH AFRICA, 11 MARCH - 15 MARCH 2019 - 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

A Personal Assistant to a top executive is a key part of an organisation's management team, highly paid and at the heart of a creative modern corporate environment. This training and refresher course is renowned as the ultimate **PA training**, offering a unique step into an exciting career.

The PA training and refresher course offers a complete training in the role of the Personal Assistant and the use of the latest Microsoft Office packages. The designed syllabus also offers Shorthand and covers Management support, giving trainees the confidence to work at a senior level.

The PA training and refresher course is an intensive program which equips trainees with excellent IT and Business Skills making this course a passport for a smooth operation as an Executive PA. The inclusion of Shorthand on the course makes our learners go straight to the top of the selection pile when it comes to the work environment.

COURSE CONTENT:

Information Technology: We are aware that all our trainees can use a computer before they attend this training and refresher course with Excell Solution SA[®], but they need a far more advanced level for the business world. We make sure they leave us with Advanced Microsoft Office skills in all packages and with an excellent keyboarding speed – our current record is 120 wpm. Training is given on the latest high power PCs providing experience of networked computer environments. Students learn how to produce business documentation such as reports, presentations, and spreadsheets as well as develop and handle databases effectively and manage electronic diaries.

Shorthand (Treelines)

A vital skill for taking minutes of meetings and a huge asset in all aspects of the working office. A key skill for any top PA's career. Shorthand Transcription and Audio Transcription is also a key part of this module.

Business Communications

This covers written, verbal and non-verbal communications including presentation skills, business correspondence, press releases, reports and meeting documentation.

E-Marketing



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With the opportunities that the internet affords, companies are now having to re-think their marketing strategy. A detailed look at new marketing tactics including viral and video marketing, blogging, social media, search engine optimisation and web analytics.

Business Environment

This module provides the student with the knowledge of the business world and the office skills necessary for effective business and personal administration. The students are required to complete a share project as well as to understand the external business environment and organisation in addition to the focus on internal office management.

Management Information Systems

This subject studies the opportunities and strategic advantages that an enlightened business will gain from utilising its technology correctly.

2) - **EXECUTIVE SECRETARY WORKSHOP (EA)**

March 2019 - PARKTOWN, SOUTH AFRICA, 25 MARCH - 29 MARCH 2019 - 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

Participants are prepared for entry-level clerical positions, which may lead to higher-level support positions.

Course topics include:

WHO WILL THIS COURSE HELP?

This executive secretary refresher and training course is designed for Personal Assistants and Administrators who would like to fully understand the requirements of the modern Executive secretary role. It is designed for executive secretaries who would like to improve their planning skills, communication skills and productive working relationship with their boss. Executive secretaries who have not had any formal executive secretary training will benefit significantly from attending. It revisits core executive secretary skills to teach executive secretaries more work-smart ways of doing things.

This course uses realistic case studies, problem-solving exercises and practical skills training

COURSE HIGHLIGHTS

- Understanding the role of the modern Executive secretary
- Strategies for organising and managing your boss
- Improving your relationship with your boss
- Time-saving email management techniques
- Diary management strategies
- Effective meeting planning & minuting
- Strategies for improving information flow



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- Practical business writing skills
- Time management & prioritisation techniques
- Travel planning techniques
- Staying on track with continuous professional development

COURSE OUTLINE

Working with Management

- Establishing the objectives of the modern executive secretary
- Strategies for working with multiples bosses
- Managing and organising your boss
- Strategies for improving your relationship with your boss

Email & Diary Management & Effective Meeting Planning

- Effective email management and etiquette
- Diary management techniques
- Planning effective meetings
- Taking minutes/action points at meetings

Managing Time, Information Flow & Travel Planning

- Time management techniques
- Strategies for prioritising your tasks
- Improving information flow
- Going the extra mile when planning executive travel

Business Writing & Continuous Professional Development

- Business Writing: writing for your audience
- Strategies for improving your performance appraisal scores
- Staying on track in your professional development
- Using LinkedIn as an executive secretary development resource

3) – **STRESS AND ANGER MANAGEMENT WORKSHOP (SAM)**

April 2019 – JOHANNESBURG, SOUTH AFRICA, 08 APRIL – 12 APRIL 2019 – 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

INTRODUCTION:

Stressed out! You've been there, haven't you? You know what it's like to have a million things to do in the next week, or fifty things to do in the next hour, or thirteen in the next minute. You know all about deadlines stampeding toward you like buffalo, or fires that must



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be put out immediately to save your company. This Course will show you how to manage stress in your work and overcome anger which could unavoidably be present.

COURSE OBJECTIVES:

- To manage daily work and life stress
- To understand the fundamental mechanisms behind stress and anger management
- To set priorities and limit time involvements
- To assert yourself in handling stress and anger more effectively
- To manage work relationship to improve productivity and reduce stress

TARGET AUDIENCE & PURPOSE

This course will benefit anyone plus Staff members who wish to achieve better stress and anger management in work and life.

OVERVIEW

Changing economic times have us pulled in multiple directions **i.e.** at work, personal life etc. Stress and Anger management in the workplace requires highly interactive learning and the participants have to apply these stress plus anger management training tools to effectively manage stress including anger that can be a stumbling block to productivity. This course will deal with the different facets of stress including anger and provide practical solutions and plan of action both in work and personal situations. Organizational skills are improved so that fewer things "fall through the cracks." Specific Stress and Anger Management tools are learned that produce immediate results.

COURSE CONTENT

- Understanding our stress environments and understanding anger
- On the job – stress strategies at work
- Understanding the Law of Forced Efficiency
- Limiting time involvements – effectiveness versus efficiency
- Planning, organizing, scheduling, prioritizing, tracking, monitoring results
- How meeting leaders and members can champion at meetings
- Put first things first – engage your head and heart
- Managing your own and others' anger and stress
- Conflicts resolutions in a Win-Win manner
- Effective communication, listening and response
- Practice teamwork and internal customer concept
- Manage stress, anger and worry in a fun-filled way
- Understanding stress and anger symptoms
- Techniques for relaxation and reducing negative stress
- Meditation, breathing, nutrition, mental and physical exercise



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- Managing yourself positively under pressure
- Practical ways to beat stress, anger, failure and success
- Achieving work-life balance for growth, development and play
- The art of getting along for better mental health
- Summary and back-to-work application

LEARNING OUTCOMES

By the end of the course, you should be able to:

Understand stress and Anger

- **Define what stress is; how it affects us**

Understand the tools used to deal with stress and anger such as: Stress plus Anger Evaluation Exercise; Desk Yoga Techniques; Self Massage Techniques; Creative Visualization, Etc.

- Control information overload.
- Master the choice and change challenge.
- Reduce stress plus control anger through improved organization
- Save time and reduce stress including anger with improved listening.
- Reduce stress and anger in others.
- Create important time just for you plus they those concerned

Caution: Anger is a normal, healthy emotion. However, it can be a problem if you find it difficult to keep it under control.

"You can control your anger, and you have a responsibility to do so," says clinical psychologist Isabel Clarke, a specialist in anger management.

METHODOLOGY:

A highly interactive adult-focused programme with plenty of hands-on experience, real life and work application-based activities, true-world case studies and discussions, questions/answers sessions.

4) - **OFFICE ADMINISTRATION WORKSHOP (OAA)**

April 2019 - ROSEBANK, SOUTH AFRICA, 22 APRIL - 26 APRIL 2019 - 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

PURPOSE:

The purpose of this Workshop in Office Administration is to further equip they those in needed of fresh strategies and efforts of an executive bookkeeper that will enchase them to



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become employable or work effectively as a Junior or an Executive Office Administrator, Receptionist, Office Assistant, Public Relations Officer, Marketing Administrator, etc.

This learning programme is a great choice if you believe in the benefits of running any company in an organised way. The knowledge you gain in each successive segment of this workshop builds on the last, allowing you to take on key functions and increased responsibility in your workplace.

TARGET AUDIENCE

This course will benefit anyone who would like to understand the effective roles of an office administrator and be able to reinforce their capabilities and performances when execution calls. This workshops will prepare any participant for success should desire or currently operate as a Junior Office Administrator, Receptionist, Office Assistant, Public Relations Officer and a Marketing Administrator.

CONTENT

Skills, qualities and attributes required for success

How to realise our full potential. What should we expect from ourselves?

Understanding People

Why we relate really well to some people and simply don't understand others. A module on personality profiling and how to effectively implement the knowledge

Setting Clear Goals and Expectations

Goal setting made real. Theoretical and practical approach to goal setting

Identifying Urgent versus important tasks and realistic deadlines

Practical exercise on prioritising - the time matrix explained

Clear Communication, Delegation and Assertive Speech

All aspects of communication, internal and external; the art of delegation; how to set effective boundaries and communicate these clearly

The key to Effective Written Communication

All aspects of written communication discussed in detail with practical exercises

Maintaining Professionalism and Etiquette

Using practical examples and explaining theory we understand what etiquette actually is and how it affects every area of our working life

Confidentiality

Discussion and exercises highlighting common errors and their serious consequences



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Practical advice on Lists, Organisation and Record Keeping

Filing systems, administration and record keeping in detail

Effective Minute Taking

Minuting taking made easy - the theory and practical

Keeping an Effective Diary

An in-depth module on how to organise your day and desk

Mini Project Management

Taking a project management approach into the office environment - we work through a practical exercise

OUTCOME:

On successful completion of this workshop, you'll be able to execute professional business acceptable services within these following areas bellow:

- Business communication
- Bookkeeping up to trial balance
- Apply your basic knowledge of cost and management accounting
- Use your basic skills in marketing and public relations
- Business law and administrative practice

5) – DIGITAL MARKETING & ADVERTISEMENT WORKSHOP (DMA)

May 2019 - MIDRAND, SOUTH AFRICA, 13 MAY - 17 MAY 2019 - 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)**. Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

ALIGN YOUR SKILLS WITH THE NEEDS OF INDUSTRY

Become a Digital Marketing and Advertisement Professional.

Whether you're a complete beginner, business owner or marketing professional looking to upgrade to digital and advertisement, this workshop is perfect for you.

The Professional workshop in Digital Marketing and advertisement is our cornerstone kind and can provide you with an introduction to key digital and advertisement specialisms, from mobile and social media marketing to Email, PPC and SEO.

HOW STRONG ARE YOUR DIGITAL PLUS ADVERTISEMENT SKILLS?

How much do you know about digital and advertisement marketing?



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KICKSTART YOUR CAREER - START HERE:

Digital and Advertisement technologies have changed the way we work, live and communicate. We know this huge shift can pose challenges for your current role. We understand that advancing and progressing your future career is important to you. That's why we have designed a professional workshop that can make a difference in your life. Industry aligned, it can help you stand out from the crowd and highlight your capabilities. It can boost your credibility. It can transform you into a specialist in your field. Become a leader in your industry by becoming a digital marketing and advertisement professional. Your digital and advertisement future awaits. 'Digital marketing plus Advertisement spend is forecast to reach **\$306 billion** worldwide by **2020**'

A GLOBAL DIGITAL SKILLS CRISIS

The demand for digital marketing and Advertisement expertise significantly outweighs the supply.

We work with digital and Advertisement industry experts to design and develop this workshop that define the digital and Advertisement skills plus capabilities required of today's professionals. Our workshop deliver best current practice, theory and practical applied skills in digital, advertisement and are recognized and respected across all industry sectors. Gaining a professional experience from the Digital Marketing and Advertisement workshop will ensure you have the essential skills and knowledge needed to excel as a digital advertisement professional. Through a series of comprehensive, structured modules you will know how to integrate key digital tactics and practices into your marketing including advertisement techniques and measure and iterate the success of your digital marketing strategy.

PROGRAM OVERVIEW

Who is this professional certification for?

- Marketing Executives, Managers, Senior Management
- IT Managers
- Business owners
- Anyone responsible for developing and/or implementing a digital marketing strategy for their organization
- Anyone looking to pursue a career in digital marketing

This program benefits various levels of skill and experience, and will empower you to maximize the impact of your marketing through powerful digital and advertisement tools.

WHAT WILL YOU LEARN?

By earning this certification, you will be able to:

- Increase your website's visibility through Search Engine Optimization (SEO) techniques
- Drive qualified traffic to your website through Pay-Per-Click (PPC) advertising



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- Execute digital display campaigns
- Capture, segment and manage email subscribers so you know how to plan and execute a successful email marketing campaign
- Use suitable social media channels for different business goals and objectives • Measure and optimize your social media campaigns
- Leverage mobile marketing for its micro-targeting advantages
- Analyse and optimize your overall digital marketing activity
- Create a formal digital marketing plan for your business

PROGRAM LEARNING OUTCOMES

Becoming a Digital Marketing and Advertisement Professional will ensure you are equipped with the tools and skills needed to create a cohesive, effective online marketing strategy. There are ten modules in the program that cover in detail all of the disciplines involved in best practice digital marketing and Advertisement:

1. Introduction to Digital Marketing
2. Search Marketing: SEO
3. Search Marketing: PPC
4. Digital Display Advertising (DDA)
5. Email Marketing
6. Social Media Marketing (Part 1)
7. Social Media Marketing (Part 2)
8. Mobile Marketing
9. Analytics
10. Strategy & Planning

6) - **LEADERSHIP & INFLUENCE WORKSHOP (CLI)**

MAY 2019 - SANDTON, SOUTH AFRICA, 27 MAY - 31 MAY 2019 - 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

Leadership is inspiring and influencing others to do what needs to be done. **EXCELL SOLUTIONS SA[®]** provides the **LEADERSHIP & INFLUENCE** Training Workshop which offers world class lectures on Leadership. In this course we analyse our current leadership abilities and consider how we can develop our leadership and influencing skills and create a leadership style that will yield desirable results. Therefore book and register and boost the leadership skills of those who lead within your organization!!

Part of the Course Content;



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- We first define leadership
- Inspiring a shared vision
- Principles of Influence
- Importance of being a respected role model.
- Empowering others to work

BENEFITS: By the end of the Workshop you will have acquired the fundamental Leadership and Influence skills which will enable you to lead effectively and conduct business in an efficient, professional and productive manner.

7) – **PRACTICAL CHANGE MANAGEMENT WORKSHOP (PCM)**

June 2019 – FOURWAYS, SOUTH AFRICA, 10 JUNE – 14 JUNE 2019 – 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

COURSE INFORMATION

People, ideas, technologies, processes and methods are changing all the time and this has a huge effect on how we conduct our daily tasks both at home and at work. This workshop will give you the tools to implement changes more smoothly and ensure they are better accepted, and will also help you to manage both positive and negative reactions to change.

TARGET AUDIENCE & PURPOSE

This course will help anyone charged with the task of implementing organisational change.

OVERVIEW

People, ideas, technologies, processes and methods are changing all the time and this has a huge effect on how we conduct our daily tasks both at home and at work. This workshop will give you the tools to implement changes more smoothly and ensure they are better accepted, and will also help you to manage both positive and negative reactions to change

COURSE CONTENT

a).Preparing for change

Identifying change is the initial step and next, we have to see if that particular change is needed and whom it's going to affect. We also look at how long that change will take. We also have to define a strategy and build a management team.

b)."What's in it for me?"

How to create energy and engagement around the process by identifying and explaining the benefits for the individuals involved.



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c).Gaining support

We look at how to handle concerns of individuals in the company and reactions to change be it positive or negative and the vital tools we can use to bring people on side.

d).Gathering data and developing plans

How to apply two fundamental tools, the stakeholder analysis and the change readiness audit before developing change implementation and communication plans.

e).Checking change progress

We look at leading effective change progress meetings.

f).Using Appreciative Inquiry

We focus on the change management model based on the four stages of Discovery, Dream, Discovery, Destiny and Design

LEARNING OUTCOMES

By the end of this course you will be able to:

- Develop change management and communications plans
- List the steps in preparing a change strategy
- Building support for the change
- Better persuade people to support a change
- Lead project status meetings
- Understand and foster resilience and flexibility in the context of change
- Apply strategies for gathering data, addressing concerns, evaluating options and adapting a change direction

8) – **SUPERVISORS & MANAGERS WORKSHOP (SUPR&MGR)**

June 2019 – PRETORIA, SOUTH AFRICA, 24 JUNE – 28 JUNE 2019 – 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

A supervisor is a Person in the **first-line management** who monitors and regulates employees in their performance of assigned or delegated tasks. Supervisors are usually authorized to recommend and/or effect hiring, disciplining, promoting, punishing, rewarding, and other associated activities regarding the employees in their departments. A **general manager** is any executive who has overall responsibility for managing both the revenue and cost elements of a company's income statement, known as profit & loss (P&L) responsibility. A general manager usually oversees most or all of the firm's marketing and sales functions as well as the day-to-day operations of the business. Frequently, the general manager is responsible for effective planning, delegating, coordinating, staffing, organizing, and decision



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making to attain desirable **profit making results for an organization**. Book with **Excell Solutions South Africa** today and secure your space.

Supervisors And Managers Workshops Offered by us:

- Budgets And Financial Reports
- Coaching And Mentoring
- Developing New Managers
- Employee Motivation
- Facilitation Skills
- Knowledge Management
- Leadership And Influence
- Lean Process And Six Sigma
- Manager Management
- Middle Manager
- Office Politics For Managers
- Performance Management
- Supervising Others
- Virtual Team Building And Management

BENEFITS: By the end of the Workshop you will have acquired the fundamental skills which will enable you to conduct business in an efficient, professional & productive manner.

9) – **HUMAN RESOURCES MANAGEMENT WORKSHOP (HRM)**

July 2019 – JOHANNESBURG, SOUTH AFRICA, 08 JULY – 12 JULY 2019 – 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

Human resource management (HRM) is the area of administrative focus dealing with an organization's employees. HRM is sometimes referred to simply as **human resources (HR)**. A company's human resources department is responsible for creating, implementing and/or overseeing policies governing employee behaviour and the behaviour of the company toward its employees. Human resources are the people who work for the organization; human resource management is really employee management with an emphasis on those employees as assets of the business.

In this context, employees are sometimes referred to as *human capital*. As with other business assets, the goal is to make effective use of employees, reducing risk and maximizing return on investment (**ROI**). Book with **Excell Solutions[®] South Africa** today and secure your space.

Human Resources Workshops Offered by us

- Business Succession Planning



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- Developing a Lunch and Learn
- Employee Onboarding
- Employee Recruitment
- Generation Gaps
- Health and Wellness at Work
- Hiring Strategies
- Human Resource Management
- Measuring Results From Training
- Millennial Onboarding
- Talent Management
- Train-The-Trainer
- Workplace Diversity
- Workplace Harassment
- Workplace Violence

BENEFITS: By the end of the Workshops you will have acquired the fundamental skills which will enable you to conduct business in an efficient, professional & productive manner

10) – MANAGEMENT FUNDAMENTALS WORKSHOP (MF)

July 2019 – JOHANNESBURG, SOUTH AFRICA, 22 JULY – 26 JULY 2019 – 5 DAYS WORKSHOP

Registration Fees: \$76 (R1000) Course Fees: Local: \$686 (R8999) International: \$1,827 (R24000)

Local and International Delegates registration plus booking is open due to limited space available:

COURSE INFORMATION

This workshop focuses on abilities required for good management. Managers are responsible for monitoring and improving staff performance, motivating staff to reach individual, team and organisational goals, and leading staff through times of change and uncertainty. A good manager is a mentor, coach and role model; someone with high self-awareness and an understanding and appreciation of the differences in others in order to bring out the best in individuals and teams.

TARGET AUDIENCE & PURPOSE

This course will benefit anyone who is new to management or who would like to refresh their existing managerial skills.

OVERVIEW

This course focuses on abilities required for good management. Managers are responsible for monitoring and improving staff performance, motivating staff to reach individual, team and organisational goals, and leading staff through times of change and uncertainty. A good manager is a mentor, coach and role model; someone with high self-awareness and an



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understanding and appreciation of the differences in others in order to bring out the best in individuals and teams.

COURSE CONTENT

a).Setting Direction

In this module we look at characteristics of effective leaders, and why it's important to set a clear direction for your team.

b).Performance Management

We look at giving constructive feedback, mentoring and coaching, so as to develop and manage subordinates' performance.

c).Managing Conflicting & Competing Demands

Effective managers must manage their time effectively, so in this module we focus on the key skills of prioritising workload, setting SMART goals and using project management principles to ensure you achieve your targets.

d).Managing Change

In order to remain competitive, organizations must always be open to change. We focus on how to make your team adopt a positive attitude to change, and also how to manoeuvre the team through times of uncertainty and flux.

e).Setting up a High-Performing Team

A high-performing team is needed by the organization so as to stimulate innovation. In this module we analyse the stages of team development and strategies for improving team performance.

f).Conflict Management

Clear, concise communication is fundamental to managing conflict effectively. In this module we look at active and empathic listening, assertive behaviour and your emotional intelligence, to relate better to others as well as to prevent and deal with conflict.

LEARNING OUTCOMES

By the end of this course you will be able to:

- Define characteristics of effective leaders and managers.
- Clarify a vision for your team.
- Motivate, develop others and delegate to them through mentoring and coaching
- Manage competing and conflicting demands.
- Manage the performance of others through constructive feedback.
- Manage competing and conflicting demands.
- Manage your time with the use of Project Management Principles.



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- Improve your relationships with others and lead them through periods of change.
- Establish actions to come up with a high-performing team.
- Take steps to prevent and deal with conflict effectively

11) – **PRESENTATION & COMMUNICATION WORKSHOP (PT&COMM)**

August 2019 – PRETORIA, SOUTH AFRICA, 12 AUGUST – 16 AUGUST 2019 – 5 DAYS WORKSHOP

Registration Fees: \$76 (R1000) Course Fees: Local: \$686 (R8999) International: \$1,827 (R24000)

Local and International Delegates registration plus booking is open due to limited space available:

Executive Summary:

“You can have the greatest technical skills in the world, but without solid Presentation and communication skills, who will know and who can understand? Presentation and Communication skills are an ever-evolving skill set. You never have enough practice.”

Presentation and Communication is another word for dealing with people. Communication, whether viewed as a process or a skill, must be seen in the context of the situation and the people involved. “Its roots go back to ancient Greece, when rhetoric – the study of discovering and using “the available means of persuasion” – was an important part of the citizenry’s education”

“Presentation and Communication is the processing of sending and receiving messages – sometimes through spoken or written words and sometimes through such non-verbal means as facial expressions, gestures and voice qualities.”

Training Nature:

A. Presentation Skills:

Course Information:

This training adult skills program will give the trainees/participants (each individual) the quality ideas on how to deliver your presentation with power and information on developing an engaging program.

TARGET AUDIENCE & PURPOSE:

This course will benefit anyone who makes presentations for business and/or social occasions.

OVERVIEW:

Mastering the skills of presentation can be a huge benefit to each and every ones career. This training skills will equip all the trainees with ideas on how to deliver any nature of presentation with power and information on developing an engaging program



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COURSE CONTENT

a). **Identifying your audience**

Preparation is key to effective public speaking and it starts with identifying your audience. Define first what you know about your audience and how the audience feels about your topic.

b). **Arrangement of the content**

We focus on the arrangement of the content into a structure that appeals to the audience: an attention drawing opening, credible and incisive information and an appealing conclusion.

c). **Venue and equipment**

Venue and equipment can have a strong influence on the success of your presentation. The success of the presentation is heavily influenced by the venue and equipment that you use. Using good quality slideshows, hand-outs and flipcharts enhances the presentation and ensures that the message is well received.

d). **Stamping out nervousness**

In this module we focus on some techniques for dealing with stage fright, nervousness and channelling nervous energy.

e). **Understanding non-verbal communication skills**

Non-verbal communication is a very powerful form of communication. It comes in different forms like gestures, body movements, eye contact, and posture

f). **Interacting with your audience**

In this module, we focus on issues that play a part in helping you connect favourably with your audience. Issues like building rapport with the audience, responding to questions from the audience, handling surprises and setting ground rules.

LEARNING OUTCOMES

By the end of these sessions, any participant should be able to:

- Define first what you know about your audience and understand how the audience feels about your topic.
- Arrange the content into a structure that appeals to the audience
- To select the right venue and equipment
- Overcome nervousness
- Use non-verbal communication
- Build rapport with the audience i.e. responding to questions from the audience, handling surprises and setting ground rules.

Training Nature:

B. **Effective Communication Skills:**



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Communication: the transmission (from one person to another) of necessary information, feelings or ideas, with the view to making them decode the message so that they can fully understand what is being transmitted, thereby eliciting from them a sensible reaction.

Course Information

We constantly communicate with others in different forms every day. This workshop will help you understand the mechanics and methods of communication and how to make them highly effective.

TARGET AUDIENCE & PURPOSE

This course will benefit anyone who communicates with others in the workplace and beyond.

OVERVIEW

We constantly communicate with others in different forms every day. This training will help you understand the mechanics and methods of communication and how to make them highly effective.

COURSE CONTENT

a).Understanding barriers to communication

In this module, we look at identifying, exploring and understanding barriers to communication that impacts communication

b).Listening and questioning

Listening is a powerful tool in communicating and building relationships.

We turn our attention to listening and the art of questioning. If we truly want to understand others' communication, we have to listen carefully.

c).The art of conversation

In order to become a person that people find interesting to talk to, you have to engage in interesting, memorable talk. In this module, we focus on how to be a good conversationalist.

d).Non-verbal communication

We look at how to control and enhance non-verbal signals as well as how to read those signals from other people.

e).Emotional intelligence

We look at understanding emotions i.e., their root causes, how to use them, issues that bring other people's emotions and how to handle those emotions so that we can communicate with them effectively.

LEARNING OUCOMES:

By the end of the course, you should be able to:



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- Identify, explore & understand barriers to communication that impacts communication
- Listen and understand the art of questioning
- Engage in interesting, memorable talk. That is being a good conversationalist.
- Control and enhance non-verbal signals as well as how to read those signals from other people.
- Understand emotions

Exams:

The course is fully equipped with onsite training assessments to determine the overall understanding and grasping rate performance target of each trainee.

Trainers / facilitators:

Facilitators are fully equipped with the standards of all these presentation and communication skills and they are ready to provide excellent services. *We do have saying that says “You cannot give what you don’t have”* therefore they have what to give. They communicate in English as first language for business as well other African languages and they have been facilitating for many years.

12) – WOMEN IN LEADERSHIP WORKSHOP (WIL)

August 2019 - SANDTON, SOUTH AFRICA, 26 AUGUST - 30 AUGUST 2019 - 5 DAYS WORKSHOP

Registration Fees: \$76 (R1000) Course Fees: Local: \$686 (R8999) International: \$1,827 (R24000)

Local and International Delegates registration plus booking is open due to limited space available:

OVERVIEW

"Every woman transitioning to a leadership role should take this course. It provided me with a network of inspiring women and the tools to continue to ask for what I want."

The research and evidence is clear: inclusive leaders and inclusive organizations outperform those that are not, yet women remain underrepresented in all levels of management. This program is designed to help elevate the impact of women leaders – enabling them to navigate the business landscape, develop and leverage their talents, and step into roles of greater influence.

Despite the compelling case for equality of gender representation at all levels of an organization, even with the best of intentions, unconscious bias can distort critical decisions influencing who moves ahead within an organization. During Women in Leadership: Expanding Influence and Leading Change, participants will learn time-tested techniques and practical ideas which women can apply immediately to their career and that can help combat these performance-limiting biases. Get ready to be inspired, network with likeminded colleagues, and learn applicable skills for an immediate impact on your career and your organization.

Facilitators with deep management and strategy will direct the workshop program. Along with certified leadership coaches focused on women’s advancement, this innovative



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workshop program will provide participants with the knowledge, skills, tools, and real-time problem-solving needed to further the advancement of women in leadership roles.

IMPACT

The **Women in Leadership: *Expanding Influence and Leading Change*** program prepares participants to expand their influence and advance their leadership. Participants become more affirmed of their personal leadership identity and committed to the changes they will affect in their work and workplace.

CONTENT

- Articulate your vision and your action plan for personal leadership
- Advocate for yourself, your team, and your collective ideas
- Establish strategic networks and leverage them in your career
- Engage supporters through compelling communications
- Overcome challenges to your visibility and authority
- Negotiate favorable outcomes and manage conflict
- Women and the Workforce
- The Leadership Gap
- Barriers to Women's Leadership
- Traits of Women's Leadership
- Benefits of Women's Leadership
- Nurturing Women's Leadership
- Actively Recruit Women
- Create/Encourage Women's Networking Opportunities
- Pair Women with Mentors
- Create and Encourage Educational Opportunities

The program starts with a comprehensive assessment of your leadership competencies, including critical skills like situational adaptability, strategic mindset, building teams, driving a vision, managing complexity, innovation, and building collaborative relationships and networks. **Feedback** from your managers, peers, or direct reports helps you understand the value you bring to your organization, the strengths and talents you are respected for, and areas you can focus on to take your leadership skills to the next level.

Note: You were created with the full complete capability and potential. Thus this workshop will shape, boast, encourage and align you to reach your full potential as a generational woman in leadership.



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13) – PROJECT MANAGEMENT WORKSHOP (PM)

September 2019 – PRETORIA, SOUTH AFRICA, 09 SEPTEMBER – 13 SEPTEMBER 2019 – 5 DAYS WORKSHOP

Registration Fees: \$76 (R1000) Course Fees: Local: \$686 (R8999) International: \$1,827 (R24000)

Local and International Delegates registration plus booking is open due to limited space available::

Project Management is a fundamental skill needed by employees who manage or coordinate projects in the workplace. In this course, we focus on defining a project's scope, developing and resourcing the plan, identifying risks & managing the project.

COURSE INFORMATION

This workshop gives an understanding of the whole process of project management and also gives an overview of the essential project management tools, developed from large-scale projects, which have to be applied to projects of different sizes.

TARGET AUDIENCE & PURPOSE

This course will benefit anyone who manages or coordinates projects in the workplace and beyond.

OVERVIEW

This workshop gives an understanding of the whole process of project management and also gives an overview of the essential project management tools, developed from large-scale projects, which have to be applied to projects of different sizes.

COURSE CONTENT

a).Key project management concepts

We define a project and project management, and also define the responsibilities of project managers. We identify and explain phases of a project life cycle, and the key knowledge areas vital to the project management process.

b).Initiation phase

Initiation is where the project begins to be operational. The project team come up with a plan to achieve the objectives with the budget and time that's available. We also analyse at key project documentation that's created during the initiation phase.

c).The planning phase

In this module you learn how to apply strategies such as contingency planning, risk identification, managing expectations, and communication planning. You also learn how to use the project management tools such as Network Diagrams and Gantt Charts.

d).Implementation and monitoring

Putting plans into action. Troubleshooting problems, ensuring accurate reporting, monitoring progress and establishing baseline are fundamental aspects at this stage.



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e).Closing the project

This is the stage of the project where all the tasks in the project plan have been done. At this closing stage of the project we check everything and make sure that we have done it all accordingly. In this module, we also look at scope verification, compiling all project documentation, evaluating the project

LEARNING OUTCOMES

By the end of the course, you should be able to:

- Define a project and project management, and also define the responsibilities of project managers.
- Analyse at key project documentation that's created during the initiation phase.
- Apply strategies such as contingency planning, risk identification, managing expectations, and communication planning.
- Use the project management tools such as Network Diagrams and Gantt Charts.
- Put plans into action. Troubleshooting problems, ensuring accurate reporting, monitoring progress and establishing baseline
- Compile all project documentation, evaluating the project

14) – **PUBLIC & MOTIVATION ENGAGEMENT WORKSHOP (PME)**

September 2019 – JOHANNESBURG, SOUTH AFRICA, 16 SEPTEMBER – 20 SEPTEMBER 2019 – 5 DAYS WORKSHOP

Registration Fees: \$76 (R1000) Course Fees: Local: \$686 (R8999) International: \$1,827 (R24000)

Local and International Delegates registration plus booking is open due to limited space available:

WHAT IS PUBLIC & MOTIVATIONAL SPEAKING OR ENGAGEMENT?

Public speaking (also called **oratory** or **oration**) is the process or act of performing a speech to a live audience. This type of speech is deliberately structured with three general purposes: to inform, to persuade and to entertain. Public speaking is commonly understood as formal, face-to-face speaking of a single person to a group of listeners whereas motivational speaking or inspirational speaking is the making of speeches intended to motivate or **inspire** an audience. Such speeches may attempt to challenge or transform audiences.

OVERVIEW

There are five basic elements of public and motivation speaking that are described in **Lasswell's model of communication**: the communicator, message, medium, audience and effect. In short, the speaker should be answering the question "who says what in which channel to whom with what effect?"

Public speaking and motivation can serve the purpose of transmitting information, telling a story, motivating people to act or some combination of those. Public speaking and motivation



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can also take the form of a *discourse community*, in which the audience and speaker use discourse to achieve a common goal.

Public speaking and motivation for business and commercial events is often done by professionals. These speakers can be contracted independently, through representation by a *speakers bureau*, or by other means. Public speaking plays a large role in the professional world; in fact, it is believed that 70 percent of all jobs involve some form of public and motivation speaking.

ABOUT THIS WORKSHOP

This hands-on workshop will help to build your confidence and skills in giving speeches. You will explore techniques for preparing and delivering talks, as well as ways to engage your audience in a range of public and motivation speaking situations.

During the workshop you will develop and deliver a speech on a topic of your choice or per assigned and aligned motivation topics. You will receive detailed feedback on your performance from the other workshop participants and your trainer.

WHO SHOULD ATTEND?

Anyone who would like to become a better public speaker.

BENEFITS

- Be able to plan, structure and deliver short speeches
- Use your speeches to engage, motivate and inspire others
- Discover your strengths and areas to improve as a speaker

COURSE OUTLINE

WHY PUBLIC SPEAKING MATTERS

- Public speaking situations
- Speeches vs presentations
- The elements of a good speech

PLANNING AND PREPARING

- Researching your topic
- Planning what to say and how to say it
- Preparing yourself

DELIVERING A SPEECH

- Projecting a confident, credible image
- Keeping your audience engaged
- Delivering a speech written by someone else



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EXPECTING THE UNEXPECTED

- Giving impromptu talks
- Managing your emotions
- Handling questions

OVERCOMING NERVOUSNESS

- A Visit from the Boss
- Preparing Mentally
- Physical Relaxation Techniques
- Appearing Confident in Front of the Crowd (Even If You Don't Feel That Way)

DELIVERING YOUR SPEECH (I)

- Starting Off on the Right Foot
- Using Visual Aids
- Checking the Volume of Your Voice

DELIVERING YOUR SPEECH (II)

- Adjusting on the Fly
- Gauging Whether Breaks Are Required
- Wrapping Up and Winding Down

QUESTIONS AND ANSWERS

- Ground Rules
- Answering Questions That Sound Like an Attack
- Dealing with Complex Questions

15) – **MASTERING NEGOTIATION WORKSHOP (MN)**

October 2019 – RANDBURG, SOUTH AFRICA, 14 OCTOBER – 18 OCTOBER 2019 – 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

COURSE INFORMATION

This course deals with the phases of negotiation, the tools that are used during a negotiation, and ways to find lasting solutions.

TARGET AUDIENCE & PURPOSE

This course will benefit anyone who would like to improve their negotiation skills at work.

OVERVIEW

This course focuses on the phases of negotiation, the tools that are used during a negotiation, and ways to find win-win solutions.



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COURSE CONTENT

a).Understanding negotiation

We define negotiation, analyse both the two basic types and the three phases of negotiation, and also the skills that are needed to become an effective negotiator.

b).Preparation

First, you need to prepare before you enter any negotiation process. Before a negotiation, you define what you want to achieve, what you will settle for, and what you consider unacceptable.

c).Exchanging information

This is the first phase in a negotiation. In this module we consider how to state your position on the issues being addressed in a non-confrontational way. You decide what to reveal and what to hold back as your success depends on knowing what to say, when to say it and when to be silent.

d).Bargaining

This is the central aspect of the negotiation process. We explain what to expect when bargaining and what you have to do if an impasse arises. We also analyse common bargaining techniques that are used by experienced negotiators.

e).Mutual gain

We look at interests (needs) over positions (wants) i.e working towards a win-win outcome.

f).Dealing with difficult issues

Not everyone you deal with is going to play fair. In this module we explain how to prepare for the possibility that someone will try to bend the rules.

g).Closing

We focus on how to bring different ideas to a mutually agreed conclusion and how to formalise the idea that agreement has been reached.

LEARNING OUTCOMES

By the end of the course, you should be able to:

- Define negotiation, analyse both the two basic types and the three phases of negotiation
- Be prepared for negotiation, define what you want to achieve, what you will settle for, and what you consider unacceptable.
- State your position on the issues being addressed in a non-confrontational way.
- Use common bargaining techniques that are used by experienced negotiators.
- Deal with difficult issues



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- Bring different ideas to a mutually agreed conclusion and formalise the idea that agreement has been reached.

16) – MINUTE TAKING & REPORTS WRITING WORKSHOP (MTRW)

October 2019 - EASTGATE, SOUTH AFRICA, 28 OCTOBER - 31 OCTOBER 2019 - 3 DAYS WORKSHOP

Registration Fees: \$76 (R1000) Course Fees: Local: \$686 (R8999) International: \$1,827 (R24000)

Local and International Delegates registration plus booking is open due to limited space available:

Minute Taking And Report Writing – A Practical Guide

Objectives

To learn how to liaise with the chairperson to prepare the meeting and agenda. To reduce the time it takes to produce accurate minutes and reports with confidence. Learn a speed writing technique that will work for you when taking minutes and compiling reports. To identify and capture the key points of a discussion. Increase your confidence to produce accurate minutes and reports.

Designed for

Anyone who is required to organise meetings, take factual records of meetings and distribute action points afterwards.

COURSE CONTENT

Agenda and Meeting Preparation

- Liaising with the Chairperson
- The agenda – its preparation and purpose

The Meeting

- What makes a successful meeting?
- Why are meetings/minutes important?

Methods of Note-taking

- Speed writing techniques
- Key to accuracy when taking notes
- Identifying and capturing key points

Writing the Minutes

- Converting our notes to text
- Using correct appropriate business language



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- Identifying a structure and format suitable for your needs
- Awareness of Freedom of Information and Data Protection Acts, as they relate to minutes and reports.
- Producing minutes and reports that accurately reflect their purpose and are reader-friendly – within an acceptable time frame

Group Activity

Exercises will take place throughout the day which allow participants to gain practical experience of key skills, including the opportunity to work with scenarios taken from actual meetings and to practise taking individual minutes.

17) – **RISK ASSESSMENT & MANAGEMENT WORKSHOP (RAM)**

November 2019 – HYDE PARK, SOUTH AFRICA, 11 NOVEMBER – 15 NOVEMBER 2019 – 5 DAYS WORKSHOP

Registration Fees: \$76 (R1000) Course Fees: Local: \$686 (R8999) International: \$1,827 (R24000)

Local and International Delegates registration plus booking is open due to limited space available:

INFORMATION ABOUT:

It is not possible to control or manage **100%** of risk, but knowing what do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and risks and making it part of the day to day business is important. Safety should be the first priority as every business must face the reality of risks and hazards.

Risk assessment is the determination of **quantitative** or **qualitative** estimate of **risk** related to a well-defined situation and a recognized **threat** (also called **hazard**). Quantitative risk assessment requires calculations of two components of **risk** (R): the magnitude of the potential loss (L), and the probability (p) that the loss will occur. An acceptable risk is a risk that is understood and tolerated usually because the cost or difficulty of implementing an effective countermeasure for the associated vulnerability exceeds the expectation of loss.

[1]"Health risk assessment" includes variations, such as the type and severity of response, with or without a probabilistic context.

OUTCOME:

Through our Risk Assessment and Management workshop your participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

CONTENT:

IDENTIFYING HAZARDS AND RISKS

- What is a Hazard?



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- What is a Risk?
- Consult with Employees
- Likelihood Scale

SEEKING OUT PROBLEMS BEFORE THEY HAPPEN (I)

- Unique to Your Business
- Walk Around
- Long Term and Short Term
- Common Issues

SEEKING OUT PROBLEMS BEFORE THEY HAPPEN (II)

- Ask “What would happen if....?”
- External Events
- Worst Case Scenarios
- Consequence Scale

EVERYONE’S RESPONSIBILITY

- See it, Report it!
- If It Is Not Safe Don’t Do It
- Take Appropriate Precautions
- Communicating to the Organization

TRACKING AND UPDATING CONTROL MEASURES

- What is a Control Measure?
- Your Business Procedures
- Are They Adequate?
- Updating and Maintaining

RISK MANAGEMENT TECHNIQUES

- Reduce the Risk
- Transfer the Risk
- Avoid the Risk
- Accept The Risk

GENERAL OFFICE SAFETY AND REPORTING

- Accident Reports
- Accident Response Plan
- Emergency Action Plan
- Training and Education

BUSINESS IMPACT ANALYSIS

- Gather Information



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- Identify Vulnerabilities
- Analyze Information
- Implement Recommendations

DISASTER RECOVERY PLAN

- Make It Before You Need It
- Test, Update, and Repeat
- Hot, Warm, and Cold Sites
- Keep Documentation Simple and Clear

18) – **ENTREPRENEURSHIP DEVELOPMENT WORKSHOP (ED)**

November 2019 – PRETORIA, SOUTH AFRICA, 25 NOVEMBER – 29 NOVEMBER 2019 – 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available

WHAT IS ENTERPRENUERSHIP?

Entrepreneurship is the embodiment of all the actions, attributes and activities of entrepreneurs. Put differently, it is an articulated intuitive process of anticipating, recognizing, evaluating and exploiting productive ventures with a view to make profit. Such ventures ultimately result in the production of goods and services that satisfy societal needs, desires and aspirations.

Entrepreneurship could therefore be defined as a form of scientific, socio-cultural, technological, economic or political breakthrough and transformation. Entrepreneurs are pivotal in driving economic growth and creating employment. They are also recognized as sources of innovation and new ideas and most specifically as ‘agents’ that foster competitiveness and productivity within the global economy.

CREATE THINGS TO EXISTANCE:

Would you like to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations then you need our entrepreneurship workshop.

ENGAGE AND CLIMB UP:

Let our Entrepreneurship workshop help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship workshop.



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CONTENT:

DECIDE ON THE TYPE OF BUSINESS

- Is It Feasible?
- What Are Your Interests?
- Do You Have The Experience?
- Are You An Expert In The Field?

WHAT IS THE MARKET/COMPETITION LIKE?

- Is The Venture Lucrative?
- Is There Competition?
- How Can You Set Yourself Apart From The Competition?
- How Is The Customer Prospect?

BASICS OF STARTING A BUSINESS

- Decide On A Name
- Legal Structure Of Business
- Register The Business
- Choose A Location
- Hire An Accountant

CREATE A BUSINESS PLAN

- What Should Be Included In The Business Plan?
- Gather Documentation
- Develop Business Plan Outline
- Draft Business Plan

GET FINANCING

- Contact Organizations For Guidance
- Decide The Type Of Financing
- Shop Around
- What To Do Once Approved

HIRE EMPLOYEES

- Develop Job Description(S)
- Advertise Positions
- Interview Candidates
- Select Candidates

TRAINING EMPLOYEES

- Teach Company Culture
- Implement Actual Training For The Position



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- Provide Feedback
- Offer Additional Training, If Necessary

MARKET THE BUSINESS

- Traditional Marketing
- Create A Website
- Social Media
- Networking Groups

RUN THE BUSINESS

- Procurement
- Sell! Sell! Sell!
- How To Manage Cash Flow
- Budgeting

GROW THE BUSINESS

- Offer More Products / Services
- Open Another Location
- Franchise Opportunities
- Scoring Large Contracts

19) – **BUSINESS CONSULTANCY WORKSHOP (BC)**

December 2019 – JOHANNESBURG, SOUTH AFRICA, 09 DECEMBER – 13 DECEMBER 2019 – 5 DAYS WORKSHOP

Registration Fees: **\$76 (R1000)** Course Fees: Local: **\$686 (R8999)** International: **\$1,827 (R24000)**

Local and International Delegates registration plus booking is open due to limited space available:

If you want to succeed, you should strike out on new paths rather than travel the worn paths of accepted success. - John D. Rockefeller

WHO IS A CONSULTANT

A consultant (from Latin: **consultare** "**to discuss**") is a professional who provides professional or expert advice[1] in a particular area such as security (**electronic** or **physical**), **management**, **accountancy**, **law**, **human resources**, **marketing** (and **public relations**), **finance**, **engineering**, **science** or any of many other specialized fields .

A consultant is usually an **expert** or a **professional** in a specific field and has a wide knowledge of the subject matter.[2] The role of consultant outside the medical sphere (where the term is used specifically for a grade of doctor) can fall under one of two general categories:

- **Internal consultant** – someone who operates within an organization but is available to be consulted on areas of specialism by other departments or individuals (**acting as clients**); or



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- **External consultant** – someone who is employed externally (**either by a firm or some other agency**) whose expertise is provided on a temporary basis, usually for a fee. As such this type of consultant generally engages with multiple and changing clients.

The overall impact of a consultant is that clients have access to deeper levels of expertise than would be feasible for them to retain in-house, and may purchase only as much service from the outside consultant as desired.

Consultant **Peter Block** defines a consultant as "**someone who has influence over an individual, group, or organization, but who has no direct authority to implement changes.**" He contrasts this with a surrogate manager who is a person who "acts on behalf of, or in place of, a manager." The key difference is that a consultant never makes decisions for the individual or group, whereas a surrogate manager does make decisions.

The Consulting Workshop is designed to familiarize students with the consulting field and to prepare them to obtain and to succeed in consulting jobs. While most workshop graduates accept positions with consulting firms, the skills learned and friendships made in the workshop are valuable, whatever career path a member may choose to pursue.

The workshop is focused around three courses.

Advanced Case Analysis and Effective Consulting Presentation

An intense case-based workshop that focuses on the basic building blocks of consulting: analysis, presentation and teamwork.

PROGRAM LEARNING GOALS

1: An Integrative Point of View

Program will be able to evaluate and make business decisions from an integrative point of view, one that reflects an understanding of mutually interdependent relationships among competitive and environmental conditions, organizational resources, and the major functional areas of a business enterprise.

2: Ethical Reasoning

Program will be able to recognize ethical issues, demonstrate familiarity with alternative frameworks for ethical reasoning, and discern trade-offs and implications of employing different ethical frames of reference when making business decisions.

3: Critical Thinking & Decision Making

Program will be able to use a variety of research methodologies to identify and critically evaluate implications of business decisions for organizational stakeholders (e.g., customers, colleagues, employees, stockholders, suppliers, foreign governments, communities, cultures, regulatory agencies) and the natural environment.



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4: Communication

Program will be able to communicate effectively in a wide variety of business settings (e.g., live, virtual, synchronous and asynchronous), employing multiple mediums of communications (e.g., written, oral and visual).

5: Quantitative Analysis and Modeling

Program will be able systematically apply tools of quantitative analysis and modeling to make recommendations and business decisions.

6: Team Membership & Leadership

Program will be able to collaborate productively with others, functioning effectively as both members and leaders of teams.

7: Respect, Inclusiveness & Valuing

Program will be able to create and sustain personal and work environments that are respectful and inclusive, valuing the contributions of all persons.

8: Personal and Professional Development

Program will be prepared to become the “authors” of their own futures, make informed and deliberate choices about personal and professional development, assume responsibility for their decisions, take pride in excellence, contribute to community, and demonstrate college-level mastery of the skills needed for pursuing and managing a career as a business professional.

9: Global Awareness

Program will be conversant with major economic, social, political, and technological trends and conditions influencing foreign investment and development of the global economy and demonstrate an understanding of the cultural, interpersonal and analytical competencies required for engaging in global business activities.

10: Innovation and Creativity

Program will know how to respond to the need for innovation or creativity by engaging in ongoing learning, broadening their points of view, exploring cross-contextual links, and consulting with others.

The Consulting Industry

Designed to familiarize participants with the consulting field

Structured Thinking and Interpersonal Aspects of Consulting

Prepares participants to obtain and to succeed in consulting jobs. It is focused on the structured thinking that underlies case interviewing (and, more generally, consulting), and interpersonal skills - networking, working with clients, working in a cross-cultural



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environment, and change management - that contribute to success in the field. We also discuss ethical issues that arise in consulting.

TERM DATES AND FEES:

A registration fee of \$76 (**R1000**) is payable at the point of booking registration. After registration for the dates assigned for the course 2018 prior to the course start a specific course **fees** will be requested. The information below is correct at the time of publishing; however the Institution reserves the right to alter course dates and fees at its discretion.

ACCOMMODATION:

The fees above include accommodation for international trainees and participants. The hotels to accommodate the learners are Garden Courts Hotel, City Lodge, Holiday Inn, Hyatt Hotel, Radisson Blue Hotel, Protea Hotel plus Executive Suites. **Note:** Locals in need of accommodation, kindly communicate to our administration offices in Johannesburg for arrangements.

Note: The above hotels are all 3, 4 and 5 Star Hotels based in the Heart of workshops venue Places in Johannesburg and Pretoria Cities, Gauteng, South Africa.

MEALS:

The fees above include meals for all participants (**Both local and Internationals**). The hotel will offer Breakfast and Dinner meals. The lunch meals and 4pm meals will be served at the conference centre outside the hotel. These services will be out – sourced. Special meals arrangements for certain individuals per doctor's instructions, kindly communicate with our administrations offices in Johannesburg, South Africa.

TRANSPORTATION:

The fees above include transportation from **O.R TAMBO, LANSERIA (Johannesburg)** and **WONDERBOOM (Pretoria)** International Airports (**Arrival & Departure**). Plus 2 way transport (**Shuttle**) from the hotel to the conference centre for Internationals. **Note:** Locals in need of transportation of any kind, kindly communicate to our administration offices in Johannesburg for arrangements.

TOUR PACKAGE ATTACHED:

The fees above include the tour by City of Johannesburg and Pretoria City Tour Operator. A one (1) day tour in the City Of Johannesburg or City Of Pretoria, Gauteng, South Africa.

HOW TO PAY:

Fees are payable in advance (**Online and Digital at our website**) or upon arrival with arrangements and communications with our accounts department as final course registration approval will be done a day before commencement. The \$76 (R1000) is to be paid prior to



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travel as this will also confirm your success to attend the program. **Kindly register earlier in order to reserve your space in advance to avoid missing out.**

Acceptable Mode of Payments:

- Online/Digital Payment direct from our website
- Banker Draft (payable to FNB Bank)
- Instant EFT / Online Payment
- BitCoin / Mobicred Payments
- American Express (AMEX)
- Debit Cards Visa & Master Cards
- Credit Card Visa & Master Cards
- Global Bank Transfers
- Cashiers / Instant Payment Cheques
- Cash Payment (Payment to be made in person) **TC's Apply** per arrangements.

When making transactions it is essential to quote participant's name and number at all times. Please contact our admin offices if you require further details.

OUR BUSINESS BANKING PAYMENT DETAILS:

- Bank Name : **First Rand Bank / First National Bank (FNB)**
- Account Name : **Excell Solutions SA K2011104208 PTY LTD**
- Branch Name : **Main Street Johannesburg**
- Branch Code : **250-655**
- Account No : **627-151-08397**
- In't Swift Code : **FIRZAJJ**
- Account Type : **Business Cheque**
- Reference : **EXLLZA+YOURNAME**

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www.facebook.com/excellsolutionssa | www.twitter.com/SolutionsExcell

www.linkedin.com/in/excellholdings | Empowering You To Brighten Your Future!