



EXCELL SOLUTIONS SA™

EXCELL SOLUTIONS SA WORKSHOPS PROFESSIONAL DEVELOPMENT TRAINING

Local and International Delegates from the entire globe:

1). **BUSINESS ETIQUETTE TRAINING COURSE**

COURSE INFORMATION

This workshop focuses on knowledge of the business etiquette, the principles of building and maintaining professional relationships and providing practical guidance for typical workplace situations. This is a workshop for employees and employers to obtain essential business etiquette skills.

TARGET AUDIENCE & PURPOSE

This course will benefit anyone wishing to build strong business relationships with clients and colleagues.

OVERVIEW

Success in any kind of industry is heavily dependent on the company's relationships with clients, suppliers, investors and co-workers.

When you are polite and considerate in dealing with others, a company is highly likely to create productive and long-term business relationships if it's considerate and polite in dealing with those clients, suppliers, investors and co-workers.

This is why knowledge of business etiquette is vital. This workshop focuses on knowledge of the business etiquette, the principles of building and maintaining professional relationships and providing practical guidance for typical workplace situations.

COURSE CONTENT

a). Business Etiquette overview

We focus on what constitutes etiquette and the benefits that are brought in the company by good personal appearance and actions.

b). Good dressing and Presentable look

Good dressing and a presentable look is the first step in presenting a professional image.

c). The Meeting people

Meeting people is a vital part of business and therefore, it's crucial to make a good first impression from the first meeting. We focus on effective networking, and how to continue impressing after the first meeting.



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d).Social Settings

Business needs to be conducted in a more casual atmosphere in order to build relationships with clients. We negotiate the etiquette minefield of business dining as well as finding a few solutions to sticky situations.

e).Intercultural Etiquette

Culture has a heavy influence on etiquette. Each nation or region has its own cultural norms and set of rules for acceptable behaviour. Therefore, in this Multicultural world, when doing business in other regions or countries, we need to be mindful of the etiquette variations.

f).Other Communications

Communication in business is not only physical communication it also happens through the phone, emails and letters. We discuss the guidelines for each and every one of those communication methods, to ensure effective, fruitful communication.

LEARNING OUTCOMES

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

- Define business etiquette
- Understand how business etiquette is fundamental to companies & other organisations.
- Identify the 'Three Cs' of a good impression.
- Use a business card effectively.
- Implement techniques to minimise nervousness in social situations.
- Apply strategies for remembering names.
- Understand how to make effective introductions.
- Identify the three steps in giving a handshake.
- Be familiar with the four levels of conversation and use them appropriately.
- Understand place settings, napkin etiquette, and basic table manners.

2.) LEADERSHIP AND INFLUENCE TRAINING

COURSE INFORMATION

Leadership is inspiring and influencing others to do what needs to be done. 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

TARGET AUDIENCE & PURPOSE

This course will benefit anyone in the organization wishing to enhance their leadership & influencing skills regardless of their job role.



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OVERVIEW

Leadership is inspiring and influencing others to do what needs to be done. 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.

COURSE CONTENT

a).We first define leadership and then we take into account the characteristics of renowned leaders then we complete a self-assessment of our own leadership qualities and also looking at areas for development.

We also look at essential leadership models, like the Transformational Leadership Model and Situational Leadership Model, and consider how they are relevant to the business of today.

b).Inspiring a shared vision

We focus on our vision: seeing it and believing in it, nurturing and developing it, and then inspiring others to buy into it too.

We have to see our vision, believe in it, nurture and develop it

c).Goal setting

To achieve our vision we need to set specific, targeted goals. We determine what your goals should be and how best to achieve them.

d).Principles of Influence

In this module we focus on the art of persuasion and the principles of influence. Ability to influence others to do something is the hallmark of leadership

e).Importance of being a respected role model.

We consider the importance of being a respected role model and look at ways in which we can turn our words into action. Search out opportunities to change and innovate, and seek constantly to learn from mistakes and improve.

f).Empowering others to work

The responsibility of a leader is to empower his subordinates to work: .The leader has to develop the followers to the point where he can delegate tasks and they do the task without much supervision.



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LEARNING OUTCOMES

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

- Define what leadership is and the use of essential leadership models, like the Transformational Leadership Model and Situational Leadership Model.
- Focus on your vision, seeing it, believing in it, nurturing and developing it
- Set goals
- Determine what your goals should be and how best to achieve them.
- Influence others to do something is the hallmark of leadership
- Make others act. Develop followers to the point where you can delegate tasks and they do the task without much supervision.

3.) TIME MANAGEMENT TRAINING COURSE-OUTLINE

COURSE INFORMATION

In this workshop, you learn techniques to become more productive at work, effectively handling time pressure situations. Setting your priorities through to managing interruptions and learning to control time

TARGET AUDIENCE & PURPOSE

This course will benefit anyone who would like to be more productive with their time.

OVERVIEW

Time management is about managing yourself in relation to time. It's about setting your priorities right and completing tasks in the scheduled time.. It means changing habits or activities that cause you to waste time. It also means being willing to experiment with different methods to enable you to find the best way to make maximum use of your time.

COURSE CONTENT

a).Goal setting

Goal setting is the first step in time management.

b).Organising your workspace

In order to be productive, you need to organize your workplace to create a proper working environment



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c).Prioritising your time

We look at the tools and strategies that help you do the things that really matter; being effective and setting priorities right.

d).Planning wisely

The next step in time management is to have a daily plan and use it to focus priorities.

e).Overcoming procrastination

In this module we discuss ways in which you can motivate yourself to get moving on even the toughest of tasks. We focus on ways to overcome procrastination and tackle the important actions that have the biggest positive impact on life

LEARNING OUTCOMES

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

- Do goal setting
- Organize your workplace to create a proper working environment
- Use tools and strategies that help to be effective and setting priorities right.
- Make a daily plan and use it to focus priorities.
- Understand the ways to overcome procrastination and tackle the important actions that have the biggest positive impact on life

4). **BUSINESS WRITING TRAINING COURSE**

This course provides you with tips for quickly creating error free, plain English documents that will enhance your message and also save time and money.

COURSE INFORMATION

This business writing course is for those who are given the task to write professional documentation such as emails, letters and reports.

Well written documents give the organization a positive image.

Its primary purpose is to equip you with the skills required to write clear, concise, effective business documents in an efficient and Professional manner.

TARGET AUDIENCE & PURPOSE

Managers; Personal Assistants; Administration staff; Accounts staff; Sales representatives; Customer service personnel



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OVERVIEW

This course provides you with tips for quickly creating error free, plain English documents that will enhance your message and also save time and money.

COURSE CONTENT

a).Plan then Write

You need to first plan what you want to say and how to effectively put it across to the targeted audience before you put it down.

b).Making use of plain English

The use of plain English that makes the audience understand exactly what you're saying.

c).Using fonts, headings & bullets effectively

By using fonts, headings and bullets effectively in Microsoft Word, you can make your key points stand out and it's also a time saving technique.

d).Making documents readable, clear and persuasive

We discuss how to make documents and reports clear, incisive & persuasive

e).Writing emails

This topic focuses on email layout and how to avoid email mistakes

f). Proofreading tips

Learning common errors like punctuation and spelling and also learning good proof reading techniques.

LEARNING OUTCOMES

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

- Plan what you want to say and how to effectively put it across to the targeted audience before you put it down.
- Use plain English that makes the audience understand exactly what you're saying.
- Use fonts, headings and bullets effectively in Microsoft Word.
- Make documents and reports clear, incisive & persuasive
- Understand email layout and how to avoid email mistakes
- Learn common errors like punctuation and spelling and also learning good proof reading techniques.



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5). CHANGE MANAGEMENT TRAINING COURSE

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.

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



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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

6.) CREATIVE PROBLEM SOLVING TRAINING COURSE

COURSE INFORMATION

Problems at the workplace are inevitable. We are bound to encounter them one way or the other. This workshop deals with the entire creative problem-solving process, and we also analyse the essential problem-solving tools that are used to effectively solve the problems. We then look at how to identify and implement solutions to the problems we are faced with.

TARGET AUDIENCE & PURPOSE -WHO WILL BENEFIT

This course will help those who need to approach problem-solving creatively.

OVERVIEW

Problems at the workplace are inevitable. We are bound to encounter them one way or the other. This workshop deals with the entire creative problem-solving process, and we also analyse the essential problem-solving tools that are used to effectively solve the problems. We then look at how to identify and implement solutions to the problems we are faced with.

COURSE CONTENT

a).Defining a problem and problem solving methods

We first focus on defining a problem and the factors that constitute the problem solving method.

b).Gathering Information

We then turn our attention to the different types of information and the methods used for information gathering



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c).Methods and tools used to define a problem

We scrutinize the several essential tools that are used when defining a problem and writing a problem statement.

d).Preparation for brainstorming

We analyse the various techniques that are used in order to deal with common mental stumbling blocks to brainstorming and ideas for promoting creativity.

e).Generating solutions

We analyse techniques generating ideas. Essential techniques like brain writing, Duncker Diagrams; Mind mapping and free-association style brainstorming.

f).Analysing solutions

We focus on the criteria for problem solving and we separate needs from wants. We also look at the methods of analysing solutions in particular the cost/benefit analysis.

g).Selecting a solution

We focus on the final analysis and tools used for selecting a solution especially the Paired Comparison Analysis tool.

h).Planning your next steps

We look at identifying tasks and resources available, reanalysing and re-evaluating the solution that we established and adopting it

I).Recording lessons learnt

After we have successfully solved the problem, there is a need for us to record the lessons learnt so as to make solving of future problems easier.

LEARNING OUTCOMES

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

- Apply a creative problem-solving process to solving problems
- Identify the important questions to ask in problem solving
- Identify types of information to gather
- Correctly defining a problem and using the problem definition tools.
- Identify and use brainstorming tools to come up with solutions
- Identify tasks and resources which are essential to implement solutions
- Evaluate potential solutions against criteria and perform a final analysis to select a solution
- Implement the solutions



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- Identify improvements areas in need of improvement..

7).CUSTOMER SERVICE TRAINING COURSE

Customer service is the major aspect that keeps the company going. Without customers, the business will not exist. This course will boost your customer service skills that will satisfy the customers and clients needs.

COURSE INFORMATION

TARGET AUDIENCE & PURPOSE - WHO WILL BENEFIT

This course will benefit anyone who interacts with customers, both internal and external.

OVERVIEW

We all serve customers, one way or the other either on the frontline of a company, or supporting other staff.

This course will help boost your customer service skills to enable you in satisfy customers and clients.

COURSE CONTENT

a).Good Customer Service

We explore the attitude that lies at the centre of great customer service. We focus on what and who is a customer? And what makes good customer service

b).Identifying and Addressing Customer Needs

The first step in good customer service are to determine what your customers need and then to commit yourself to meeting those needs.

c).Face to face Customer Service

Face to face customer service helps build rapport with customers. We get to understand better what customers want.

d).Recovering Difficult Customers

Dealing with difficult customers is a very challenging task. Customer service staff need skills for dealing with difficult customers and finding ways to make them continue to be our customers.



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e).Providing Electronic Customer Service

In this module you learn what works and what doesn't work when it comes to online interactions, and how to make the most of the tools that are available to you.

f).Providing Customer Service over the Phone

The tone of voice and your choice of words on the phone determines the success of your interactions. This module trains you how to provide good customer service over the phone.

LEARNING OUTCOMES

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

- Explain the meaning of customer service.
- Identify customer needs.
- Using good customer service to boost returns
- Understand how your attitude affects customer service
- Using face to face customer service to build good will.
- Provide outstanding customer service over the phone
- Dealing with difficult customers
- Connect with customers online

8). PRESENTING SKILLS TRAINING COURSE

COURSE INFORMATION

This workshop will give you 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 your career. This workshop will give you ideas on how to deliver your 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 the course, you 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.



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9). EFFECTIVE COMMUNICATION SKILLS TRAINING COURSE

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 everyday. This workshop 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

10). MANAGEMENT FUNDAMENTALS TRAINING COURSE

COURSE INFORMATION

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 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 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.



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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 and 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.
- 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.



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11.) PROJECT MANAGEMENT TRAINING COURSE

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.

e).Closing the project

This is the stage of the project where all the tasks in the project plan have been done. At this



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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

12). NEGOTIATION TRAINING COURSE

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.

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.



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



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13). STRESS MANAGEMENT TRAINING COURSE

COURSE INFORMATION

This course will deal with the different facets of stress and provide practical solutions and plan of action both in work and personal situations.

TARGET AUDIENCE & PURPOSE

This course will benefit anyone who would like to understand stress and develop mechanisms to manage the stress.

OVERVIEW

Changing economic times have us pulled in multiple directions ie at work, personal life etc. Stress management in the workplace requires highly interactive learning and the participants have to apply these stress management training tools to effectively manage stress that can be a stumbling block to productivity. This course will deal with the different facets of stress 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 Management tools are learned that produce immediate results.

COURSE CONTENT

Understanding stress

- What is stress? What does it mean?
- How does it affect us?
- What is the purpose of stress?
- When is it beneficial/ appropriate?

Tools to deal with stress;

- Stress Evaluation exercise; Desk Yoga techniques
- Breathing & stretching exercises.

Self-Massage techniques; Creative visualization

- Controlling information overload.
- Mastering the choice and change challenge.
- Reduced stress through improved organization
- Save time and reducing stress with improved listening.
- How to reduce stress in others.
- How to create important time just for you.
- More stability and happiness from areas you can control.



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LEARNING OUTCOMES

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

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

Understand the tools used to deal with stress such as Stress Evaluation Exercise; Desk Yoga Techniques; Self Massage Techniques; Creative Visualization

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

14). EXECUTIVE PA TRAINING COURSE

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 students 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



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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

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.

15). MINUTE TAKING TRAINING COURSE

Minute Taking – 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 with confidence. Learn a speed writing technique



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that will work for you when taking minutes. To identify and capture the key points of a discussion. Increase your confidence to produce accurate minutes

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 business language
- Identifying a structure and format suitable for your needs
- Awareness of Freedom of Information and Data Protection Acts, as they relate to minutes
- Producing minutes 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.