

# WORKPLACE READINESS – 3 DAY COURSE

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## COURSE SCHEDULE

### DAY 1: JOB SUCCESS

- Increase your job success
- Time Management
- Setting Goals
- Business Etiquette
- Avoiding Work Related Pitfalls
- Common Workplace Communication
- Building an effective business presentation
- Listening Skills
- Coping with Stress and Anger
- Resolving Workplace Conflict



### DAY 2: WORKPLACE BASICS

- Workplace Safety
- Getting Acquainted with the Computer Workstation
- Organising your Desk
- Understanding your Pay, Benefits and Paycheck
- Taking Leave

### DAY 3: COMMUNICATION SKILLS

- Resources to learn a language
- Email Etiquette
- Following good Netiquette
- Using Information Correctly
- The Power of Body Language
- Instant Messaging Etiquette

### (OPTIONAL): BUSINESS COMMUNICATION

- Improving your Conversation Skills
- How to De-Escalate and Argument at Work
- Overcoming Phone Anxiety
- Business Writing Essentials
- How to Write a Formal Business Letter
- How to Write a Powerful Business Report
- How to write an Effective Business Email
- How to Write a Clear Business memo
- How to Format a Business Document
- Choosing Fonts for Business Documents

**Contact us for date availability on:**

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