

PROFESSIONALISM, VALUES and ETHICS



Business success through people



Business success through people

in the WORKPLACE

**8 & 9 November 2010
Midrand Conference Centre, Midrand,
Johannesburg, South Africa**

YOUR PRESENTER

Daphne Els

Daphne has 20 years experience in human resources and business strategy as well as line management, focusing on project delivery and execution in strategy, organizational development, career development and training needs assessment and development.

Her areas of expertise are project management, acting as Skills Development Facilitator and change management. She has consulted to organisations ranging from small, to blue-chip, including governmental organisations.

Conference Programme

Professionalism, Values & Ethics

Your personal mission can be described as getting to know who you are and your professional mission as understanding what your team does. It is essential to ensure that there is an overlap between the team's mission and your personal mission. Your personal vision relates to how you can make a difference through who you are and what you do.

“Begin with the end in mind” – Stephen Covey

Purpose

Your personal mission can be described as getting to know who you are and your professional mission as understanding what your team does. It is essential to ensure that there is an overlap between the team's mission and your personal mission. Your personal vision relates to how you can make a difference through who you are and what you do.

Duration

Learners attend a 2-day classroom-based training workshop

NQF Level: 3

Learning materials

Each learner receives a Learner Guide containing readings, activities, case studies and application guides

Learning Outcomes

SESSION ONE

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TEAMWORK ERROR! BOOKMARK NOT DEFINED.

UNDERSTANDING YOUR PERSONAL AND PROFESSIONAL MISSION..... ERROR! BOOKMARK NOT DEFINED.

WHAT HAPPENS WHEN TEAM MEMBERS DO NOT WORK WELL TOGETHER?..... ERROR! BOOKMARK NOT DEFINED.

WHAT DO YOU THINK TEAMWORK IS ALL ABOUT?..... ERROR! BOOKMARK NOT DEFINED.

TEAM PLAYERS ARE HUMAN AND THEY CAN BE SUPER..... ERROR! BOOKMARK NOT DEFINED.

SESSION TWO ERROR! BOOKMARK NOT DEFINED.

CUSTOMER SERVICE ERROR! BOOKMARK NOT DEFINED.

HOW IMPORTANT IS YOUR JOB?..... ERROR! BOOKMARK NOT DEFINED.

WHAT ARE YOUR RESPONSIBILITIES ? ERROR! BOOKMARK NOT DEFINED.

WHAT IS CUSTOMER SERVICE? ERROR! BOOKMARK NOT DEFINED.

CARING FOR THE CUSTOMER SELF ASSESSMENT ERROR! BOOKMARK NOT DEFINED.

THE COST OF POOR SERVICE..... ERROR! BOOKMARK NOT DEFINED.

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| WHO IS MY CUSTOMER? | ERROR! BOOKMARK NOT DEFINED. |
| OUR ATTITUDE TO INTERNAL CUSTOMERS | ERROR! BOOKMARK NOT DEFINED. |
| EXTERNAL CUSTOMERS | ERROR! BOOKMARK NOT DEFINED. |
| OUR ATTITUDE TO EXTERNAL CUSTOMERS | ERROR! BOOKMARK NOT DEFINED. |
| DEALING WITH DIFFICULT CUSTOMERS | ERROR! BOOKMARK NOT DEFINED. |
| TYPICAL AREAS OF COMPLAINT | ERROR! BOOKMARK NOT DEFINED. |
| ENQUIRY AND COMPLAINT DRILL - EXTERNAL | ERROR! BOOKMARK NOT DEFINED. |
| PROCESS FOR HANDLING COMPLAINTS | ERROR! BOOKMARK NOT DEFINED. |
| STRESS REDUCTION TIPS | ERROR! BOOKMARK NOT DEFINED. |
| CUSTOMER-ORIENTATION MEANS THAT THE EMPHASIS FALLS ON | ERROR! BOOKMARK NOT DEFINED. |

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| SESSION THREE | ERROR! BOOKMARK NOT DEFINED. |
| COMMUNICATING WITH THE CUSTOMER | ERROR! BOOKMARK NOT DEFINED. |
| COMMUNICATION IS THE PROCESS OF EXCHANGING MEANING BETWEEN PEOPLE | ERROR! BOOKMARK NOT DEFINED. |
| CHECK YOUR BODY LANGUAGE | ERROR! BOOKMARK NOT DEFINED. |
| BODY LANGUAGE EXERCISE | ERROR! BOOKMARK NOT DEFINED. |
| POSITIVE MESSAGES | ERROR! BOOKMARK NOT DEFINED. |
| LANGUAGE | ERROR! BOOKMARK NOT DEFINED. |
| CONTINUOUS IMPROVEMENT CHECKLIST | ERROR! BOOKMARK NOT DEFINED. |
| ENHANCING CUSTOMER SERVICE | ERROR! BOOKMARK NOT DEFINED. |
| ACTIVITY: | ERROR! BOOKMARK NOT DEFINED. |
| EARNING SATISFIED AND LOYAL CUSTOMERS | ERROR! BOOKMARK NOT DEFINED. |
| STEPS TO CUSTOMER LOYALTY | ERROR! BOOKMARK NOT DEFINED. |
| ACTION PLAN FOR EARNING CUSTOMER LOYALTY... | ERROR! BOOKMARK NOT DEFINED. |

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| SESSION FOUR | ERROR! BOOKMARK NOT DEFINED. |
| TELEPHONE SKILLS | ERROR! BOOKMARK NOT DEFINED. |
| TIPS FOR USING THE TELEPHONE | ERROR! BOOKMARK NOT DEFINED. |
| TELEPHONE SKILLS | ERROR! BOOKMARK NOT DEFINED. |
| ACTIVITY | ERROR! BOOKMARK NOT DEFINED. |
| IMPROVING YOUR PROFESSIONALISM | ERROR! BOOKMARK NOT DEFINED. |
| VOICE AND VOCAL VARIETY | ERROR! BOOKMARK NOT DEFINED. |
| ADVANTAGES OF THE TELEPHONE | ERROR! BOOKMARK NOT DEFINED. |
| USING THE TELEPHONE EFFECTIVELY | ERROR! BOOKMARK NOT DEFINED. |
| COURTESY | ERROR! BOOKMARK NOT DEFINED. |
| SAVING TIME ON THE TELEPHONE | ERROR! BOOKMARK NOT DEFINED. |
| WHAT COULD GO WRONG IF YOU DID NOT DO YOUR ... | ERROR! BOOKMARK NOT DEFINED. |
| JOB PROPERLY OR IF YOU MADE A MISTAKE? | ERROR! BOOKMARK NOT DEFINED. |

Life Skills Training

Learning Goal:

To examine the role of professionalism, values and ethics in the workplace an aspect of work ethic, to better appreciate its importance in the workplace, and to develop strategies for improving professionalism, values and ethics in the workplace strategies.

Lesson objectives:

At the end of this workshop, learners will be able to explain and apply the process of professionalism, values and ethics in the workplace.

CONFERENCE FEE:

Professionalism, Values & Ethics

ZAR 4 500.00 excl VAT

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To register Click Here

http://www.cittraining.co.za/1this_reg_form.php

Please note that we reserve the right to cancel scheduled training dates should there be insufficient response and numbers.

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