PROFWEB TRAINING

Directory of Learning Programmes

Nr	Learning Programme Title	Category	Code
CHANGE MANAGEMENT			
1.	Change Management	Change Management	ChM1
2.	Change Management – Change and How to Deal with it	Change Management	ChM2
3.	Change Leadership	Change Management	ChM3
COACHING & MENTORING			
4.	Coaching – A Leadership Skill	Coaching & Mentoring	C&M1
5.	Coaching For Success	Coaching & Mentoring	C&M2
6.	Coaching Skills	Coaching & Mentoring	C&M3
7.	Coaching Towards Excellence	Coaching & Mentoring	C&M4
8.	Mentoring and Coaching	Coaching & Mentoring	C&M5
9.	Mentoring Programme	Coaching & Mentoring	C&M6
10.	Values and Attitudes	Coaching & Mentoring	C&M7
CUSTOMER SERVICE			
11.	Customer Service	Customer Service	CuS1
12.	Customer Service Training – Critical Elements Customer Service	Customer Service	CuS2
13.	Customer Service Training – Managing Customer Service	Customer Service	CuS3
14.	Telephone Courtesy Skills	Customer Service	CuS4
15.	Service Excellence		
EVENT MANAGEMENT			
16.	Events Protocol and Etiquette	Event Management	EM1
FINANCIAL			
17.	Budgets and Managing Money	Financial	F1
18.	Finance for Event Managers	Financial	F2
19.	Finance for Non-Financial Managers	Financial	F3
LEADERSHIP & MANAGEMENT			
20.	Assessment Skills	Leadership & Management	L&M1
21.	Becoming an Effective Trustee	Leadership & Management	L&M2
22.	Business Principles – Basic	Leadership & Management	L&M3
23.	Building Ethics in the Office	Leadership & Management	L&M4
24.	Business Excellence Model	Leadership & Management	L&M5
25.	Business Leadership – Becoming Management Material	Leadership & Management	L&M6
26.	Business Strategy Review and Development	Leadership & Management	L&M8
27.	Business Succession Planning – Developing and Maintaining a Succession Plan	Leadership & Management	L&M9
28.	Conducting Disciplinary Hearings	Leadership & Management	L&M10
29.	Conducting Effective Performance Reviews	Leadership & Management	L&M11
30.	Delegation – The Art of Delegating Effectively	Leadership & Management	L&M12
31.	Decision Making - Innovation Creativity	Leadership & Management	L&M13
32.	Decision Making - Office ethics and you	Leadership & Management	L&M14
33.	Diversity Management	Leadership & Management	L&M15
34.	Effective Leadership	Leadership & Management	L&M16

Nr	Learning Programme Title	Category	Code
35.	Employee Dispute Resolution – Mediation Through Peer Review	Leadership & Management	L&M17
36.	Entrepreneurial and Business Skills	Leadership & Management	L&M18
37.	Ethics & Governance	Leadership & Management	L&M19
38.	Hiring Smart – Behavioural Interviewing Techniques	Leadership & Management	L&M23
39.	Human Resource Training – HR for the non-HR Manager	Leadership & Management	L&M24
40.	Induction Programme	Leadership & Management	L&M25
41.	Knowledge Management	Leadership & Management	L&M26
42.	Maintaining an Effective Workplace	Leadership & Management	L&M27
43.	Management Principles	Leadership & Management	L&M28
44.	Management Programme	Leadership & Management	L&M29
45.	Management by Objectives	Leadership & Management	L&M30
46.	Management Control Systems	Leadership & Management	L&M31
47.	Motivation	Leadership & Management	L&M32
48.	Motivation – Motivating your Workforce	Leadership & Management	L&M33
49.	Orientation Handbook – Getting Employees off to a Good Start	Leadership & Management	L&M34
50.	Performance Management	Leadership & Management	L&M35
51.	Performance Management – Managing Employee Performance	Leadership & Management	L&M36
52.	Strategic Management	Leadership & Management	L&M37
53.	Supervisor Training – The ABCs of Supervising Others	Leadership & Management	L&M38
54.	Talent Management	Leadership & Management	L&M39
55.	Team Building – Developing High Performance Teams	Leadership & Management	L&M40
56.	Teamwork – Building Better Teams	Leadership & Management	L&M41
57.	The Makings of a Good Meeting	Leadership & Management	L&M42
58.	The Professional Supervisor	Leadership & Management	L&M43
59.	The Relational Organisation Model	Leadership & Management	L&M44
60.	Understanding Effective Leadership Development	Leadership & Management	L&M45
61.	Celebrating Diversity	Leadership & Management	L&M46
62.	Workplace Violence	Leadership & Management	L&M47
MANAGEMENT CONSULTING			
63.	Branding & Marketing for Professionals	Management Consulting	MC1
64.	Building Relationships for Success in Sales	Management Consulting	MC2
65.	Business Analysis	Management Consulting	MC3
66.	Client Interviewing and Fact Finding Skills	Management Consulting	MC4
67.	Influence & Relationship Building	Management Consulting	MC5
68.	Internal Consulting	Management Consulting	MC6
69.	Principles Of Professional Consulting	Management Consulting	MC7
70.	Procuring, Monitoring & Evaluating Consulting Services	Management Consulting	MC8
71.	Professional Practice Management	Management Consulting	MC9
PROJECT MANAGEMENT			
72.	Current Project Management Techniques to Increase Effectiveness	Project Management	PM1
73.	Management System Auditor QMMSA	Project Management	PM2
74.	Programme Management	Project Management	PM3
75.	Project Management (PW)	Project Management	PM4
76.	Project Management - Advanced	Project Management	PM5
77.	Project Management - Essentials	Project Management	PM6
78.	Project Management - Flexible	Project Management	PM7

Director: A. Kehayas

Nr	Learning Programme Title	Category	Code
79.	Project Management - Intermediate	Project Management	PM8
80.	Project Management - IT	Project Management	PM9
81.	Project Management - Principles	Project Management	PM10
82.	Project Management - Fundamentals	Project Management	PM11
83.	Project Management - Understanding Project Management	Project Management	PM12
84.	Project Teams - Managing	Project Management	PM13
QUALITY MANAGEMENT			
85.	Audit Awareness and Preparation QMAAP	Quality Management	QM1
86.	Auditors QMA	Quality Management	QM2
87.	Basic Quality Awareness	Quality Management	QM3
88.	ISO 14001 - Advanced	Quality Management	QM4
89.	ISO 14001 - Introductory	Quality Management	QM5
90.	ISO 9000 - Advanced	Quality Management	QM6
91.	ISO 9000 - Auditor / Lead Auditor	Quality Management	QM7
92.	ISO 9000 - Executive	Quality Management	QM8
93.	ISO 9000 - Executive Introduction	Quality Management	QM9
94.	ISO 9000 - MS Auditors	Quality Management	QM10
95.	Management System Auditor	Quality Management	QM11
96.	Management System Internal Economics of Quality	Quality Management	QM12
97.	Quality Management Implementation	Quality Management	QM13
98.	Quality Management to ISO 9001:2000	Quality Management	QM14
99.	Quality System – External Audit	Quality Management	QM15
100.	Quality System – Internal Audit	Quality Management	QM16
101.	Audit Awareness and Preparation QMAAP	Quality Management	QM17
SALES & MARKETING			
102.	Marketing and Sales	Sales & Marketing	S&M1
103.	Professional Selling Skills	Sales & Marketing	S&M 2
104.	Sales Training – Building Relationships for Success in Sales	Sales & Marketing	S&M 3
105.	Sales Training – Dynamite Sales Presentations	Sales & Marketing	S&M 4
106.	Sales Training – Overcoming Objections to Nail the Sale	Sales & Marketing	S&M 5
107.	Sales Training – Prospecting for Leads like a Pro	Sales & Marketing	S&M 6
108.	Sales Training – Selling Smarter	Sales & Marketing	S&M 7
109.	Telemarketing: Using the Telephone as a Sales Tool	Sales & Marketing	S&M 8
SOFT SKILLS			
110.	Advanced Writing Skills	Soft Skills	SS1
111.	Anger Management – Understanding Anger – Yours and Theirs	Soft Skills	SS2
112.	Building your Self-Esteem and Assertiveness Skills	Soft Skills	SS3
113.	Business Ethics for the Office	Soft Skills	SS4
114.	Business Etiquette – Gaining that Extra Edge	Soft Skills	SS5
115.	Business Writing Skills	Soft Skills	SS6
116.	Business Writing that Works	Soft Skills	SS7
117.	Business Communication Skills 1 Day Course	Soft Skills	SS8
118.	Business Communication Skills 2 Day Course	Soft Skills	SS9
119.	Communication Strategies	Soft Skills	SS10
120.	Conflict Management	Soft Skills	SS11
121.	Conflict Resolution – Dealing with Difficult People	Soft Skills	SS12
122.	Conflict Resolution – Getting along in the Workplace	Soft Skills	SS13

Director: A. Kehayas

Nr	Learning Programme Title	Category	Code
123.	Controlling Anger Before it Controls You	Soft Skills	SS14
124.	Diversity Training	Soft Skills	SS15
125.	Effective Listening	Soft Skills	SS16
126.	Effective Planning & Scheduling	Soft Skills	SS17
127.	Emotional Intelligence	Soft Skills	SS18
128.	How to manage anger and violence in the workplace	Soft Skills	SS19
129.	Hiring for Success	Soft Skills	SS20
130.	Mastering an Interview	Soft Skills	SS21
131.	Negotiating for Results	Soft Skills	SS22
132.	Negotiation Skills (AK)	Soft Skills	SS24
133.	Negotiation Skills (NL)	Soft Skills	SS25
134.	Personality Styles	Soft Skills	SS26
135.	Principles of Assertiveness	Soft Skills	SS27
136.	Safety in the Workplace	Soft Skills	SS28
137.	Stress Management Training	Soft Skills	SS29
138.	The Minute-Taker's Workshop	Soft Skills	SS30
139.	Time Management – Get Organised for Peak Performance	Soft Skills	SS31
140.	Time Management (PW)	Soft Skills	SS32
141.	Workplace Harassment	Soft Skills	SS33
142.	Workplace Violence	Soft Skills	SS34
143.	Writing Reports and Proposals	Soft Skills	SS35
	SUPPLY CHAIN		
144.	Contract Management	Supply Chain Management	SCM1
145.	Logistics and Supply Chain Management	Supply Chain Management	SCM2
146.	Inventory Management – The Nuts and Bolts	Supply Chain Management	SCM3
	THINKING SKILLS		
147.	Creative Thinking	Thinking Skills	ThS1
148.	Information Gathering and Decision Making	Thinking Skills	ThS2
149.	Mind Mapping	Thinking Skills	ThS3
150.	Paying Attention to Detail	Thinking Skills	ThS4
151.	Problem Solving and Decision Making	Thinking Skills	ThS5
	FACILITATION & TRAINING		
152.	Advanced Skills for the Practical Trainer	Facilitation & Training	F&T1
153.	Effective Meting Facilitation 1 Day Course	Facilitation & Training	F&T2
154.	Effective Meeting Facilitation 2 Day Course	Facilitation & Training	F&T3
155.	Facilitation Skills (PW)	Facilitation & Training	F&T4
156.	Facilitation Skills - Facilitator Excellence	Facilitation & Training	F&T5
157.	Facilitation Skills - Understanding	Facilitation & Training	F&T6
158.	Meeting Management – The Art of Making Meetings Work	Facilitation & Training	F&T7
159.	Presentation Skills	Facilitation & Training	F&T8
160.	Public Speaking – Presentation Survival School	Facilitation & Training	F&T9
161.	Public Speaking – Speaking under Pressure	Facilitation & Training	F&T10
162.	Speakeasy – Conquering your Fear of Speaking in Public	Facilitation & Training	F&T11
163.	Survival Skills for the New Trainer	Facilitation & Training	F&T12
164.	The Fearless Presenter – Impactful Presentations	Facilitation & Training	F&T13
165.	The Practical Trainer	Facilitation & Training	F&T14
166.	Train the Trainer	Facilitation & Training	F&T15

Director: A. Kehayas

Nr	Learning Programme Title	Category	Code
167.	Train the Trainer I - The Practical Trainer	Facilitation & Training	F&T16
168.	Train the Trainer II - The Learning Style	Facilitation & Training	F&T17
169.	Train the Trainer III - Developing a Training Programme	Facilitation & Training	F&T18
170.	Train the Trainer IV - Activities to Make Training Fun	Facilitation & Training	F&T19
171.	Train the Trainer V - Inspire, Motivate	Facilitation & Training	F&T20
172.	Using Activities to Make Training Fun	Facilitation & Training	F&T21