



Owen, Adendorff & Associates

Training Programmes

Disciplinary Training

Course Overview

Recent Labour Court and Constitutional Court decisions have highlighted the importance of conducting disciplinary hearings properly both from procedural and substantive aspects.

The course *How to Chair a Disciplinary Hearing* programme comprises the following modules:

- Employment Rights
- Law of Unfair Dismissal
- Discipline
- The Chairperson's Role
- The Appeal

The course *Initiating & Chairing a Disciplinary Hearing* programme comprises the following modules:

- Law of Unfair Dismissal
- The Disciplinary Hearing
- Preparation for the Hearing
- Precognition of Witnesses
- The Chairperson's Role

Employment Equity Committee

Course Overview

Owen Adendorff have developed an efficient Employment Equity training course specifically designed for EE Committee members.

As we practice as Consultants in the field of Industrial Relations, Employment Equity and BEE, we bring our experiences in all three fields to the training. We assist employers in compiling their annual report to the Department of Labour and putting together an Employment Equity plan.

The course programme comprises the following modules:

- Contextualizing Employment Equity
- The Employment Equity Act
- Committee Functioning
- Attending To Conflict

Supervisory Development

Course Overview

Our learning programme will provide the delegate with foundational understanding and practical skills to improve their effectiveness as Supervisors.

The course programme comprises the following modules .

- The Need for Change
- How a Business/Company Functions
- The Position and Role of the Supervisor
- Planning, Organising and Controlling the Job
- Teamwork and Team Effectiveness
- Leadership
- Motivation
- Problem Solving
- Practical Communications
- On the Job Instruction
- Conflict Handling
- Understanding Industrial Relations
- The Theory of Discipline and Counselling
- The Practice of Discipline and Counselling

Diversity Management

Course Overview

The course programme comprises the following modules:

- Contextualizing Diversity
- The Socialization Process
- Experiencing Discrimination
- Diversity Awareness
- Stereotyping, Perceptions and Self-Fulfilling Prophecy
- Dealing with Offence
- Take Home & Back

Reducing Workplace Conflict

Course Overview

Our ability to get on with each other at the workplace requires a set of skills which are not easily acquired. Recognising this, we at Owen Adendorff and Associates have teamed up with the globally acknowledged author and expert in this field, Anna Maravelas of Thera Rising

The course programme comprises the following modules .

- Introduction to Conflict
- Knowing Yourself
- Dealing with Difficult People
- Preferred Conflict Handling Approaches
- Reducing Conflict and Stress

Performance Management

Course Overview

Many managers understand the technical aspects of Performance Management. However, performance management systems often fall down because the managers responsible do not have the skill to manage the human aspects of performance management. This course has been developed by Les Owen with that in mind.

The course programme comprises the following modules .

- Understanding Performance Management and Performance Development
- Formulating, Measuring and Monitoring Performance
- Preparing for Individual Performance Reviews
- Conducting Performance Reviews
- Practical Guidelines – especially when dealing with Poor Performance

“The Executive Edge” Modern Management Practices

Course Overview

The course encapsulates more recent and relevant research in to what separates very good managers from ordinary managers. It also teaches the latest research into what motivates staff at the workplace and replaces the motivational theories of the 1960's. finally it gives delegates insights into right-train thinking that will be increasingly required in business management

Objectives

- To explain the recent research results into what are best practices for today's managers.
- To allow delegates to practice the skills identified in the research.
- To explain the differences between leadership and management.
- To equip today's manager with a set of skills to motivate their direct reports at the workplace.

Commercial Creativity

Course Overview

Companies wanting to stay ahead of their competition need to be continually creative. The creativity of employees is often what gives one company a significant edge over another. This calls for creative leadership that develops a culture of creativity and innovation. It also calls for interventions that tap into employee creativity, and develop creativity.

To address this need, Winston Owen has developed a training programme entitled “Commercial Creativity”

The course programme comprises the following modules .

- Introduction to Commercial Creativity
- Developing Your Creativity
- Commercial Creativity
- The Creative Process
- Moving into Creative Excellence
- Developing a Creative Culture
- Teamwork

Effective Negotiation Skills

Course Overview

The ability to be a good negotiator is an essential skill in business. This course will help delegates to gain the skills and the confidence to negotiate effectively in both formal and informal settings.

The course programme comprises the following modules .

- The Six Categories of Persuasion Skills
- The Theory of Negotiations
- Dealing with Differences and Conflict
- The Negotiating Process
- The Merit Based Approach
- The Behaviours of Skilled Negotiators

Persuasion Skills

Course Overview

Persuasion Skills fit into the continuum of “selling, persuading, negotiating, and mediating”. They are an integral part of the many skills needed at the workplace particularly when dealing with workplace peers and customers.

The course programme comprises the following modules .

- Leadership
- The Six Categories of Persuasion
- A Recommended Process for Persuading
- Resolving Conflict through Persuasion

Leadership Development

Course Overview

The course programme comprises the following modules .

- Introduction to Leadership
- Fundamental Leadership Skills
- People Skills 101
- Leadership Styles
- Contextual Leadership

Leading Like Mandela

Course Overview

We have developed a leadership training programme which is built on the 8 Leadership Principles as exhibited by Nelson Mandela. The programme is based around a 30 minute DVD that we developed in association with eTV. The programme is therefore more relevant to the local context than most other leadership training programmes.

The course programme comprises the following modules .

- Introduction and Objectives
- Contextualizing and Understanding Leadership
- “Leading Like Mandela” DVD Presentation
- The Mandela Principles
- My Personal Undertakings

Customer Service 101

Course Overview

Owen, Adendorff & Associates(Pty) Ltd have an excellent customer service training programme entitled “Customer Service 101”. The programme is aligned to the SAQA Unit Standard 110082. The programme provides a comprehensive foundation to customer service knowledge and skill.

The course programme comprises the following modules .

- The Relationship Between your Business and its Customers
- People Skills 101
- Principles of How to Provide Customer Satisfaction
- Conflict Handling 101
- Handling Difficult People
- Problem Solving
- Customer Complaints



Thank you

For letting us do what we love doing:
“Developing People, Improving Business”

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