MarketEDGE

Corporate Training Solutions

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MarketEDGE
Corporate Training Solutions

Market Edge Corporate Training Solutions, was birthed from 21 years of Learning and Development experience, by Dr. Shamla Moodley.

Following an extensive corporate and academic career in the field of management, training and development, Dr. Moodley responded to a growing need in the market for specialised team and leadership training.

We are leaders in the field of business education & training.

We strive to engage in developing Africa's people toward economic growth and prosperity. We use sound business practices and ethics in the field of workplace education & training to help businesses maximise profitability through empowered employees.

We achieve this by bridging the gap of business understanding between employees at all levels in organisations, we help transform Africa's people.

We offer programmes that are of international standards, whilst maintaining flexibility in customising the training products to meet the needs of a changing African market. We work in partnership with Vital Learning, an established American based company.

BBB-EE: Level 1
Seta Accreditation: In Progress

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CorporateTraining
Solutions

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You will need more than technical skills to manage your team!

Are you achieving the business results you expect from your team or is it often an uphill battle to get the commitment you require? This programme focuses on the essential skills needed by leaders at every level to develop commitment-driven performance and ensure the achievement of excellent results.

Learning to distinguish between behaviour and attitude will give you the skills to develop participative management techniques in a constructive and fair manner.

The skills developed in Essential Skills of Leadership form the foundation for developing harmonious and productive relations with team members based on mutual respect and trust, thereby setting the tone for commitment-driven performance and results.

Duration: One day

Essential Skills of Communication

Communication! The gateway to success

Misunderstandings occur at all levels in the organisation and all the time. Essential skills of communication, equips you with skills to organise your thoughts and words in clear, concise ways that speaks to each team members level of understanding.

Effective, active listening, gives you the abilities to reflect, probe, support and advise towards achieving harmonious and productive relationships.

Duration: One day

Coaching Job Skills

Coaching helps people to develop better skills and eliminate poor behaviours.

Despite slogans that tell team members that they "are responsible for their own growth and development," the reality is clear- without motivation, support, and coaching from managers, team members have a difficult time developing their talents on their own.

Coaching Job Skills outlines how to plan the coaching activity and how to involve the team member in the coaching process, by asking questions and encouraging feedback.

Duration: One day

Developing Performance Goals & Standards

SMART performance standards result in productive performance and profitability!

Developing Performance Goals & Standards is a collaborative approach that enables managers and team members to reach agreement on what work needs to be done, why it is important, and when it will be completed. This ensures that everyone works towards the successful outcome of the plan.

Striving to attain common goals fosters team spirit and consequently stronger, more committed people and better individual and team productivity.

Duration: One day

"If you're not monitoring and measuring - you're not managing"

Regardless of their confidence or performance levels, all team members need feedback. Managers are responsible for implementing a process that provides relevant, constructive and timeous feedback to team members that improves performance and productivity.

Because the process is collaborative, team members react positively to the feedback and use it as an opportunity for development and continuous improvement in line with team and organisational goals and expectations.

Performance Assessments provide managers with a fact-based approach to performance improvement through quality feedback.

Duration: One day

Supporting Change

"Change is the only constant." Are we equipped to deal with it?

Supporting Change provides the tools that managers need to understand and interpret change - in order to manage their team more successfully through the change.

By working to support change while addressing the team's comfort level with that change, the team leader/manager can more effectively facilitate acceptance of a new way of doing things. Tools and techniques are provided to help reduce misunderstanding, fear and anxiety.

 It also helps the change initiative gain acceptance more quickly – minimising lost productivity and decreased performance.

Duration: One day

Conflict Management

Get to the heart of the conflict and resolve it before it's too late!

Wherever people work together, conflicts arise! They may be simple misunderstandings that team leaders can clear up, or they may reveal subtle but pervasive morale problems that threaten to tear the fabric of the team, compromising productivity and key deliverables.

Conflict Management @ Work equips team leaders and managers with effective conflict resolution skills.

Be equipped to seek out "Win-Win" situations thus maintaining healthy relationships.

Duration: One day

Motivating Teams

Low Morale! Low Performance! Low Productivity! How do we get up and exceed expectation?

Individual levels of motivation impact individual functioning, team morale and organisational results.

Through questionnaires, readings and group discussions, learners examine how various **motivating techniques** hinder or enhance individual and team performance.

Team leaders and managers develop situation-specific skills and techniques to enhance the motivation levels and performance of their teams.

Duration: One day

Solving Workplace Problems

"What we're saying is that you're either part of the solution, or you're part of the problem." Eldridge Cleaver

Solving Workplace Problems and Decision Making, emphasises the use of both logic and creativity for problem analysis and for developing effective solutions.

After exploring techniques to stimulate creative problem solving, learners work with a video case study of an organisational problem, for which they write a problem statement, perform an analysis of the problem and situation factors that are relevant, and then develop solutions.

The video then shows how the company in the case study analysed and solved the problem. Learners are encouraged to compare their results and assess their own work.

Duration: One & a half days

The Art of Project Management

Satisfy your customers better, faster and more cost-effectively

The Art of Project Management provides the structure, process and tools necessary to master the art and science of project management.

Managers are equipped to identify the critical four phases (project initiation, planning, execution and closure) every project must go through to ensure project control, progress and success.

The programme enables team leaders and managers to identify and work with the key variables that impact how projects are defined, planned and implemented. The programme also focuses on the interpersonal skills needed to win and maintain the commitment, enthusiasm and support of the project team.

Duration: Three days

Emotional Intelligence

Emotional Intelligence is one of the essential factors contributing to leadership excellence.

Are you sometimes faced with aggressive or submissive communicators or at other times left feeling guilty or manipulated? Learn how to communicate effectively without losing your respect and diminishing those of others.

Emotional Intelligence unravels how conditioned behaviours lends' itself to one's habitual responses and equips you with **assertive communication skills** that is situation specific.

People with a high level of **Emotional Intelligence** are able to consistently achieve the results that matter most deeply to them.

Duration: Two days

Personal Mastery

Personal mastery is about one's journey towards continuous improvement and seeing life from an objective perspective, using sight as well as insight.

Personal mastery is guided by principles such as purpose, vision, belief, commitment and knowing oneself.

Ultimately, personal mastery is about understanding exactly how you think, why you do things the way you do and having clarity around your purpose and direction in life.

When you have developed self-mastery, you have the ability to control your emotions, impulses, and actions, and these traits are vital in achieving leadership excellence.

Duration: Three days

"The significant problems we face cannot be solved from the same level of consciousness that created them." Something in our consciousness must shift in order for us to be able to see how to act in a way that can address the challenge of the times. **Albert Einstein**

Business Ethics draws the attention of learners at all levels in the organisation to behave ethically and responsibly in utilising the resources of the organisation and to act within the framework of the stipulated policies and procedures.

 Learners will be given the opportunity to examine some of the likely causes of unethical behaviour in the workplace and then explore preventative measures that will stimulate a healthy ethical culture.

Duration: Two days

Professionalism in the Office

Professionalism! Treat your customers well and they will return – *An old adage*. Professionalism is a *choice*

You can never be too professional, too well-organised, too efficient or too productive! This workshop deals with the importance of professionalism and the skills and knowledge required to enhance professional behaviour and service. Learners examine world class standards of professional performance, and focus on developing skills and techniques, (in time management, communication, work ethics, motivation and self-development and communication in a service role) to enhance their effectiveness and productivity. (Duration: One Day)

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"Customers may forget what you said but they'll never forget how you made them feel."

STAR SERVICE is designed for all customer service representatives, their managers and all staff who have client/customer contact.

"As far as customers are concerned, **YOU**, are the company. This is the core of your job.

You hold in your hands the power to create positive and memorable experiences for your customers and to keep them coming back for more. Use your power wisely and often." A key technique used in the programme:

S: Sync-up with the customer

T: Target, to determine customer needs

A: Assist, to meet the customer's needs

R: Reaffirm assistance and the relationship

Develop and entrench a client-centric culture within your organization today with STAR SERVICE!

Duration: Two days

Number Accuracy & Speed

Number Accuracy & Speed is not about maths or arithmetic! It is about measurably reducing errors and substantially increasing speed when working with numbers!

Many routine tasks require people to correctly key, record, transfer or check numerical data. Number Accuracy & Speed enables learners to increase accuracy and speed in performing number-handling functions.

The course is designed for any employees whose daily tasks require accurate keying, transferring, recording or checking of numbers.

Recommended for:

Duration: Two Days

Data entry operators	Claims department personnel
Customer service reps	Accounting assistants
Payroll administrators	Financial analysts
Bank tellers	Order processors
Distribution centre personnel	Billing administrators

Present a professional image in all written communications!

CheckPoints, enables you to increase the **accuracy** of written communication through improved **proofreading skills**. You will learn which types of errors are most commonly made in written communications and master the 3-phase skimming and scanning system for finding and correcting all grammar, format, spelling and related errors.

Duration: Two days

Functional Management

Planning, Organising, Leading and Controlling

Back to Basics! Practical application tools and techniques that enable team leaders and managers to plan, organise, direct and control the utilisation of team members' skills and other resources in order to achieve business results.

Planning is the first step. It equips managers with the necessary skills required to set measurable objectives, how to identify required resources. Next, **organising** teaches the managers to identify the inefficiencies and resolve these by applying the correct principles and procedures.

In leadership, managers learn to provide guidance, and support for their team, in order to enable them to carry out their duties to the required standard. Communication and motivation are also addressed and the importance of the manager's role in maintaining and enhancing morale, effectiveness and productivity is highlighted.

If you are not measuring and **controlling** - you're not managing!

Duration: Two days

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We may have different religions, different languages, different colored skin, but we all belong to one human race - Kofi Annan

Diversity @ Work is an interactive workshop that assists people to understand, recognise and appreciate how diversity enriches our lives; and can assist teams and organisations to meet the challenges and take advantage of opportunities in the future.

The programme equips team leaders and managers with knowledge and skills that will empower them to contribute to the development of strong, integrated, trusting teams by uniting different groups and individuals to reach common goals.

Duration: One day

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