



# *COURSE BROCHURE*

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**SOBETHU**  
ENHANCE THE VALUE OF THE HUMAN CAPITAL



# FUNDAMENTALS OF PROJECT MANAGEMENT

## ABOUT THE COURSE

Fundamentals of Project Management course will provide the learners with project management insight and knowledge, skills tools and techniques. It seeks to close the gap between general understanding of project management and the industry best practice.

This Furthermore it will capacitate learners to be able to execute planning activities, manage the project and undertake effective reporting during the life span of the project. The alignment between organizational, divisional and project objectives are clearly illustrated and explained. In three days learners will be exposed to local and international project management case studies and the course provide extensive practical exercises that enable the learners to put their knowledge of the project management onto the test under the guidance of an experience project practitioner.

### DAY 1



- Project Management Concepts & Terminologies
- Project Management in Business Context
- Trends in Adopting Project Management
- Project Management Constraints
- Fundamentals of Project management Lifecycle

### DAY 2



- Project Prioritization and Selection
- Fundamentals of project planning
- Fundamentals of Project Management Body of Knowledge (PMBok)
- Project Planning Techniques

### DAY 3

- Developing tools to measure project performance parameters
- From project planning to project Execution
- Project management monitoring and evaluation
- Best practice in Project reporting
- Project Closure
- Importance of project auditing and best practices

## OUR APPROACH

In delivering our learning and development interventions we have adopted a blended learning approach. Blended learning is the combination of instructor led training and online adaptive learning that offers the learner an optimal learning experience. Furthermore we have adopted a case study based approach in rendering learning and development services to our clients. Case studies bring interesting, real-world situations into the classroom. The case method creates a classroom in which students succeed not by simply absorbing facts and theories, but also by exercising the skills of leadership and teamwork in the face of real problems. Our Consultants are affiliated members of South African Board for People Practices.





# PROJECT COST ESTIMATION AND BUDGETING

## ABOUT THE COURSE

The course is intended to provide learners with foundational but yet solid understanding of project planning element pertaining to cost estimation and budgeting. Learners accessing this standard will be working as a leader in the context of a small project or sub-project involving few resources and having a limited impact on stakeholders and the environment or working as a contributing team member on a medium to large project when not a leader. These projects may be technical projects, business projects or developmental projects and will cut across a range of economic sectors. This standard will also add value to learners who are running their own business and recognise that project management forms an integral component of any business. Project Cost Estimation is a difficult process but one of the most critical components of a successful project. The classic challenge for all Project Managers is to complete their projects on time and within budget, yet projects in every industry often exceed their original projections. Project cost overruns are almost always linked to a poor original estimate of duration and cost. Therefore it is critical for Project Managers to acquire the skills to estimate realistic budgets and stay within planned project scope. Proper estimation is one of the key skills that makes this possible.

### DAY 1



- Identify elements and resources to be costed through interpreting the project scope statement,
- Utilizing work breakdown structure (WBS) and other project data.
- Focus on project planning in relation to project cost and budget
- Elements of project cost and budget
- Create a realistic and robust baseline project plan

### DAY 2

- Estimate tasks and aggregate to the project level
- Participate in the preparation and production of a cost budget.
- Calculate critical path to determine project duration
- Determine total project costs during project implementation
- Monitoring and controlling of cost budget performance against baseline budget
- Project Budget and Cost Expenditure Reporting

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# 3.

## TALENT MANAGEMENT WORKSHOP

### ABOUT THE COURSE

Talent Management is the science of using strategic Human Resources Management to improve business value and to make it possible for companies and organisations to reach their strategic and operational goals. Every endeavour done to recruit, retain, develop, reward and make people perform optimally forms a part of Talent Management as well as strategic workforce planning. The workshop is intended to enlighten HR Practitioners and Business Leaders on the fundamental of Talent Management. Participants will have a comprehensive understanding and insight into the latest trends in the adoption of Talent management. Formulation of Talent management Strategy and aligning it the corporate strategy is turning out to be a critical success factor in implementing an effective Talent Management. Some of the topics to be covered are the following:

- What is Talent Management
- Elements of Talent Management Strategy
- Role Players in Talent Management and Learnership
- Critical Success Factors for effective Talent Management
- Trends in adoption of Talent Management
- Importance of Talent Management Systems
- Demonstration of TMA Method

### DAY 1



- What is Talent Management?
- Elements of Talent Management Strategy
- Role Players in Talent Management and Learnership
- Critical Success Factors for effective Talent Management
- Practical Exercises and Case studies

### DAY 2

- Trends in adoption of Talent Management
- Importance of Talent Management Systems
- Demonstration of TMA Method

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# PROJECT PROCUREMENT CONTRACT MANAGEMENT

## ABOUT THE COURSE

One of the challenges faced by the private and public sector is the ability to make Project Procurement decisions. Often failures to projects are caused by a lack of adequate Project Procurement standards and frameworks. Therefore this workshop has been designed to assist professional and practitioners who would like to develop their abilities and insight as to what are the Project Procurement and Contract Management best practices. How can Project Procurement and Contract Management influence and facilitate effective project management. **Do you have challenges in the field of Project Procurement and Contract Management? This workshop is geared for you!** The reality is that there are few projects that do not involve “procurement” in some degree or another. After all a contract is a commitment and if you are a project management practitioner of any substance, you’d better know the subject. Over 3 days learners will be given practical guidelines of how to enhance their day to day procurement practices. Furthermore, they will be exposed to the concept of managing a contractual obligation throughout the project engagement. At the end of this workshop, learners should be able to effectively execute their procurement duties and managing of contracts.

### DAY 1



- The Project Procurement Environment
- Challenges facing Project Procurement
- Understanding Project Procurement within a project lifecycle
- Practical Exercises and Case studies

### DAY 2



- Designing a Project Procurement System
- Procurement Management Lifecycle
- Procurement Management Maturity
- Practical Exercises and Case studies

### DAY 3

- Procurement and Contract Management
- Principles of Contract Management
- Risk Procurement Management

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# FUNDAMENTALS OF SUPERVISORY MANAGEMENT

## ABOUT THE COURSE

The Supervisory Management Skills short course will equip delegates with the necessary skills to be successful in any supervisory position, by focusing on and improving important skills, such as planning and organising, managing staff and conflicts and effective leadership. This course has been designed to provide an introduction and the fundamentals of people supervision. The following outcomes are envisaged in this module:

- Fundamental Roles and Responsibilities of Supervisor
- Development of Planning and Organising Skills
- Increased level of confidence in relationships with others.
- Skills to continually develop and enhance more positive attitudes towards self, peers, and subordinates.
- Understand the investment made to personal development.
- Engage confidently with peers to manage different situations.
- Generate buy-in by communicating persuasively.
- Communicate authentically and with purpose
- Formulating, understanding, and achieving own and organisational goals (Goal Alignment).
- Assess, evaluate and review results towards continuous improvement.
- Interpersonal skills to better understand self and others.
- Apply creative problem solving and decision making skills.
- Demonstrate and apply the fundamental time management principles.
- Manage resources effectively and responsibly
- Management of relationship with Labour and staff members
- Management of absenteeism and performance

## DAY 1



- Fundamental Roles and Responsibilities of Supervisor
- Planning and organizing skills
- Increased level of confidence in relationships with others
- Understand the investment made to personal development
- Communicate authentically and with purpose
- Formulating, understanding, and achieving own and organisational goals
- Practical Exercises and Case studies

## DAY 2

- Assess, evaluate and review results towards continuous improvement
- Manage resources effectively and responsibly
- Apply creative problem solving and decision making skills
- Demonstrate and apply the fundamental time management principles
- Management of relationship with labour and staff members
- Management of absenteeism and performance
- Practical Exercises and Case studies

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# FUNDAMENTALS OF PERFORMANCE MANAGEMENT

## ABOUT THE COURSE

The course has been designed to facilitate the understanding and execution of performance management and the performance management system within an organization. The course is based on best practices in performance management.

The course does take cognisance of the fact that organizations ideally have their own performance management policy and supporting system in place. The course therefore empowers the learners to effectively implement their organizational performance management system effectively in whatever shape or form it comes

### DAY 1



### DAY 2

- Employee performance management
- History of performance management
- Typical outcomes from performance management
- Balanced scorecard and benefits thereof
- Practical Exercises and Case studies

- Performance management context and best practices
- Dealing with practical issues in performance management
- Dealing with practical issues in preparing an individual performance agreement
- Practical Exercises and Case studies

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RATING		
5	Outstanding	Consistently exceeds expectations in position and the individual contribution and accomplishments
4	Above Expectations	Consistently meets and normally be expected and are often significant
3	Meets Expectations	Consistently meets considering the individual can work improved through

# FUNDAMNTALS OF TEAM EFFECTIVENESS

## ABOUT THE COURSE

The Team Effectiveness intervention is more than just a course in that it begins by a preliminary team trust survey of your team in order to establish the current state of your team dynamics on issues like individual trust, team trust, organizational trust and other team factors. The intervention then moves to a contact session that is facilitator-led. In this facilitator-led contact session, the current state of the team is debriefed as per the preliminary survey findings. The team dynamics and other team factors are then brought into context during the facilitator-led contact session. Levels of effectiveness are also addressed in the context of team dynamics and other team factors. At the end of the intervention your team would have learnt how to work better together. Your team will also have a deeper insight into how to work effectively as a team. **PRELIMINARY TEAM TRUST SURVEY**

A team trust survey is a tool used to find out how trust – or lack of it – affects the way people engage, decide, innovate, and share in one another's success. The survey is administered online. Your team members will be provided with a link via email in order to access and complete the survey. There are four sections making up a complete team trust survey:

- Individual trust questions
- Team trust questions
- Organisational trust questions
- Other team factors questions

## DAY 1



- Employee performance management
- History of performance management
- Typical outcomes from performance management
- Balanced scorecard and benefits thereof
- Practical Exercises and Case studies

## DAY 2

- Performance management context and best practices
- Dealing with practical issues in performance management
- Dealing with practical issues in preparing an individual performance agreement
- Practical Exercises and Case studies

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# FUNDAMENTALS OF CUSTOMER SERVICE

## ABOUT THE COURSE

This Unit Standard will be useful for learners who deal with the public, customers, internal and external clients, intermediaries, learners in call centres, walk in service centres, enquiries counters and marketing and learners who communicate with customers either telephonically or face to face. The following outcomes are envisaged in this module:

- Explaining the principles of impressive customer service in the context of a specific industry and organisation.
- Applying knowledge of personality styles to respond appropriately to a customer.
- Analysing information in order to provide customer service.
- Suggesting innovative solutions to respond to queries and improve customer service.
- Managing the relationship to retain customers.

### DAY 1



### DAY 2

- Principles of customer service
- Personality styles and your customers
- Practical Exercises and Case studies

- Improving customer service
- Customer relationship management
- Practical Exercises and Case studies

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# HANDLING CONFLICT IN THE WORKPLACE

## ABOUT THE COURSE

The programme is designed to identify and manage the resolution of personal conflict between individuals or teams. The main focus is on the workplace, although the same principles can be used elsewhere. Business teams and leaders are equipped with a range of skills and strategies which will help them to manage and resolve the inevitable conflicts which are part of any business process.

- The following outcomes are envisaged in this module:
- Understand the main sources of conflict
- Analyse and understand the nature of conflicts
- Describing appropriate techniques to manage conflict
- Implementing skills and strategies to manage and resolve conflict
- Develop the confidence to tackle conflict effectively
- Developing the attributes of a good conflict leader
- Handling customer complaints

## DAY 1



- Context of conflict in the workplace
- Communication and conflict resolution
- Concepts and terminologies
- Context of conflict management
- What causes employee conflict in the workplace?
- Bell and Hart's eight causes of conflict
- How to manage conflict
- Practical Exercises and Case studies

## DAY 2

- Sources of conflict
- Conflict resolution strategies
- Practical Exercises and Case studies

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# TIME MANAGEMENT IN THE WORKPLACE

## ABOUT THE COURSE

Time management skills are essential for professional success in any workplace. This course will enable you to successfully implement time management strategies and control your workload. You will improve your effectiveness by being able to focus on the tasks with the greatest impact to you and your organization.

- The key objectives of this learning intervention are to assist you to:
- Analyse the issues that affect your use of time.
- Identify the significant time problems that impact your work.
- Develop practical strategies for solving these problems.
- Use selected time management principles to improve your effectiveness.
- Establish goals that reflect personal and/or organizational decisions about the benefits to be derived from future action.
- Set priorities more effectively.

## DAY 1



- Introduction to time and key issues
- Time management quiz
- Daily time log
- Daily time log analysis
- Time Wasters
- Telephone interruptions
- Interrupters Log
- Practical exercises

## DAY 2

- Drop in visitors
- Meetings
- Crisis Management
- Lack of objectives, priorities, daily plan
- Cluttered desk, personal disorganization
- Ineffective delegation
- Attempting too much at once
- Lack of OR unclear communication
- Inadequate, inaccurate, delayed information
- Indecision and procrastination
- Confused responsibility and authority
- Inability to say "NO"
- Lack of self-discipline
- Practical exercises

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# ENTERPRISE RISK MANAGEMENT WORKSHOP

## ABOUT THE COURSE

All organisations face various risks during their striving to achieve business objectives. Risk Management is fast becoming an integral part of the management functions and processes of any business. Enterprise Risk Management is a formal response in dealing corporate risks. It is a structured and systematic process that is interwoven into existing management responsibilities.

Enterprise Risk Management workshop has been designed to capacitate Business Managers with practical skills of dealing and managing risks in the modern business. It is imperative that business Managers and Leaders must ensure that the cost of managing the risks does not exceed the benefits and outcomes of taking these risks.

The following are some of the topics to be covered during the workshop:

- Principles of Risk Management
- Different types of risks faced by organisations
- Risk Management Framework
- Risk Management Processes

For organisations, it is important to establish proactive actions and control measures to prevent a negative outcome or influence of a risk exposure. Therefore in this workshop participants will engage in practical exercises of profiling their organisation using the industry best practice risks management profiling tools. In the final analysis understanding the enterprise risk management phenomenon is one step towards risk management. But developing a practical framework for managing enterprise risk is critical towards an effective enterprise risk management.

This 2 days workshop is targeted to management teams with an intention to enable them to take a lead in adopting an effective enterprise risk management framework. A number of case studies will be used to illustrate the negative and positive impact of risk management in modern organisations.

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# EMPLOYEE RELATIONS FOR MANAGERS

## ABOUT THE COURSE

In managing organisational change, some key elements include employee involvement in effecting change, greater customer orientation, and ensuring that the skills of employees are appropriate to the provision of services. The relationship between employer and employees become fundamental in this regard.

Managers should be aware of their changing role influenced by global changes. More and more employees understand their rights and will challenge organisations to accommodate them on a number of aspects which were traditionally seen as not contestable. The changes in Labour Legislations and statutory requirements put managers on the back foot in dealing with employee matters in general. Organisations cannot afford to have Managers who are not equipped with basic knowledge and skills to manage employee relations. This workshop is specially designed to equip managers with fundamental elements for ensuring effective employee relations management. Managing employees in a way so as to motivate and compel them to be productive whilst complying to labour legislations is one important objective of modern Human Resource Management paradigm.

The following are some of the topics to be covered during the workshop:

- What is Employee Relations?
- New Trends in the Development of Employee Relations
- The roles and responsibility of Line Manager in Employee Relations
- South African Labour Legislation Framework
- Organizational Policy regarding Employee Relations

This one day workshop will study the relationships between Management and Employees concerning workplace decisions, grievances, conflicts management, problem resolutions, Trade Unions, and issues of collective bargaining is emerging as catalyst for thriving businesses. Industrial relations is increasingly being renamed and now called employment relations or employee relations because of the importance of non-industrial employment relationships; this move is sometimes seen as further broadening of the human resource management trend.

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# SOBETHU

ENHANCE THE VALUE OF THE HUMAN CAPITAL

SOBETHU (Pty) LTD is committed to the fundamental principles providing services that will enable our clients to optimise the development and use of Human Capital. SOBETHU is an Accredited Training Service Provider with LG SETA – Accreditation No. LGRS-1742-171218. Sobethu is also accredited with Services SETA – Accreditation No. 2400.

Contact: Velazi Zaca |  
velazi@sobethu.co.za | 011-805 0439 |  
Web: www.sobethu.co.za