

PEER RELATIONSHIP MANAGEMENT

The premise behind these courses is that building and maintaining relationships are essential for the management and employees of an organisation. Developing and enhancing relationships between peers will have a beneficial impact on the success of the business.

Conflict Management

This course aims at developing the conflict management and resolution skills of participants. It focuses on understanding the source and nature of conflict, enhancing listening and communication skills and providing tools to combat negative conflict in the workplace as well as arbitration and mediation of conflict. This course is aimed at anyone who has to manage conflict in the working environment. It could, however, be adapted to any situation.

Time and Stress Management

Stress has become an inevitable part of our daily lives, in both personal and work situations. We cannot always avoid stressful situations and what we need to be able to do is to manage our stress more effectively, in order to be more productive. This course will give participants a better understanding of the impact of stress as well as Practical ways of managing it. Also, as deadline and timeframes in the workplace are some of the greatest stressors, the course covers basic time-management skills where participants will explore how to use time constructively, avoid time-wasting behaviours, and be more productive.



Group Dynamics/ Multi-functional Teams

Groups provide organisations with an important participatory way to plan, organise and manage their work. This course aims to give participants a better understanding of the issues and processes that occur as groups form, make decisions and deal with issues such as control, co-operation, trust, responsibility and conflict. Those working with groups in organisations who wish to gain insights into their own participation in these groups, will greatly benefit from this course.

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Who should attend these courses?

This course is designed for managers, staff and team members who have to manage or work with others and in teams.

Team Building

In order to create more cohesive teams and learn the essential aspects of effective team work, this training course focuses on the skills necessary to help a team develop clarity about how well it is functioning and what it needs to increase its effectiveness. Participants will also learn key concepts and models relating to team building as a dynamic process. This course is aimed at teams or individuals who wish to explore what it means to function as a team and to learn a range of team building activities that will help their workplace teams to function more effectively.

Anti-bias and Diversity

This course is designed to assist participants to develop critical thinking about diversity, identity and culture. It aims at building unity in diversity and social solidarity. The uniqueness of this course is that it addresses the issues of *ubuntu*, which is an African philosophy, broadly applied in Southern Africa. Although the course focuses on the workplace, it can also be adapted to applications in other environments.

Emotional Intelligence

For personal and organisational effectiveness, this course is specifically designed to help individuals develop their Emotional Intelligence (EQ). It deals with the fundamental steps of EQ and helps leaders to understand themselves and their staff in a tangible manner. This will add value to all players whilst also helping people to be focused on the delivery of their key performance areas in a meaningful and contributory manner. Participants will gain an understanding of EQ and the various techniques that can be applied in the workplace and elsewhere to manage people effectively.

Duration

The duration of each course is dependent on the needs and requirements of the client. Depending on number of topics and depth of the intervention, the duration can be from 2 to 20 days. Each of these courses are also offered at Introductory (Level 1), Intermediate (Level 2) and Advanced (Level 3). The topics covered at each level are largely the same, with more insights and increasing complexity as levels escalate.



Negotiation Skills

The aim of this course is to assist participants to develop key aspects, rules and styles of successful negotiation including arguments and counter arguments, fall-back positions and creative solutions and alternatives to agreement. The focus of this course will be to identify objectives and all factors affecting negotiation, focussing on outcomes and not positions, bargaining skills and creating win-win situations. This course is aimed at all levels of persons who have to engage in negotiations. In other words, it is suitable for anyone who has to open and/ or close a deal.

Training Competencies

To ensure that participants on the courses receive the highest quality training in line with FTC's guiding principles we have ensured that all facilitators are subject matter experts and highly qualified professions with an excellent track record in their chosen field.