



POP TRAINING & CONSULTING
FOR PERFORMANCE ON PURPOSE

Company Profile and Training Prospectus 2017





POP Training and Consulting has extensive experience in building excellence through people. Our focus is to assist our clients to build a High Performance Organisation, and to attract and retain excellent staff.



We provide:

- A comprehensive intervention for **Building High Performance Teams**
- Over 20 training programmes (for details, click on the courses on the following pages)
- **Diversity and Employment Equity** interventions and training programmes
- **Organisation Culture and Employee Satisfaction Surveys**
- **Performance Management and Incentive Schemes**
- **Competency-based Recruitment and Selection methodology**
- Consultation on strategy, performance management, conflict resolution, and a range of business and HR issues

For further information:

Managerial Leadership Programmes			
Course <i>(click on courses to view details)</i>	Suitable for	# days	NQF level
Leadership, Transformation and Change Management	Managers and Management Teams	2	5
Conflict, Stress and Change Management	Suitable for Managers, Supervisors, Team Leaders, Specialists and Professionals	2	5
Effective Leadership and Management	Managers and Supervisors	3	5
Conflict Resolution: Workplace Leadership for Win-Win Outcomes	Managers, Supervisors, Shop Stewards	3	4
Emotional Intelligence and Personal Mastery	Suitable for Managers, Supervisors, Team Leaders and Specialists	3	5

Organisational Design, Diversity and Labour Law Programmes			
Course <i>(click on courses to view details)</i>	Suitable for	# days	NQF level
Building High Performance Teams	Managers, Supervisors, Team Leaders	2	5
Managing Performance	Managers, Supervisors, Team Leaders	2	4
Manage Diversity & Build a High Performance Culture	Managers, Supervisors, Shop Stewards, EE Committee Members	2	4
Employment Equity	EE Committee members, Line Managers, HR Practitioners, Shop Stewards	1	4
Employment Equity and Skills Development	EE Committee members, Line Managers, HR Practitioners, Shop Stewards	2	4
Skills Development for EE / Training Committees	EE Committee members, Line Managers, HR Practitioners, Shop Stewards	1	4
Diversity and Discrimination Awareness	Suitable for all employees	1	2
Disability Sensitisation and Awareness Workshop	EE / Training Committee Members, Line Managers, HR Practitioners, Shop Stewards	1	2
Conflict Management and Conflict Resolution	Managers, Supervisors, Team Leaders, Shop Stewards	2	5
Labour Law and Employee Relations	Managers, Team Leaders, Supervisors, Shop Stewards	3	4
Initiating Disciplinary Hearings	Supervisory / Team Leader level	2	5
Chairing / Initiating Disciplinary Hearings	Managers, Supervisors, HR Practitioners, Shop Stewards	2	6
Competency-based Selection and Interviewing Skills	Line Managers, HR Practitioners, All staff involved in interviewing	2	5

Supervisory / Team Leader Programmes			
Course <i>(click on courses to view details)</i>	Suitable for	# days	NQF level
Teambuilding	Team Members and Team Leaders	2	5
Supervisory Skills Training	Supervisors, Team Leaders and First Level Managers	4	4
Handling Discipline and Poor Performance	Supervisors and Middle Managers	5	8
Conflict Resolution: Workplace Leadership for Win-Win Outcomes	Line Managers, Supervisors, Team Leaders, Shop Stewards	3	4
Assertiveness, Self-awareness, and Influencing Skills	Supervisors, Team Leaders, Managers, General Staff	2	4

Generic – Employee Engagement and Development Programmes			
Course <i>(click on courses to view details)</i>	Suitable for	# days	NQF level
Employee Wellness	All employees	4	-
Stress Management	All employees	2	-
Customer Service Excellence: Build the Customer Value Chain	All employees	2	4
Customer Service and Telephone Etiquette	All staff involved in customer service	2	4
Sales Training – for Dynamic Selling and Repeat Sales	All sales personnel, sales teams, and sales managers	2	5
Customer Service and Sales Training	Call Centre Operators, and all employees involved in sales and customer service	2	4
Assertiveness, Self-awareness, and Influencing Skills	All employees	2	4
Problem Solving and Root Cause Analysis	All employees	2	4
Time Management, Planning and Goal Setting	All employees	1	4

Shop Steward Capacity Building Programmes

Course <i>(click on courses to view details)</i>	# days	NQF level
Shop Stewards Training	3	4
Labour Law and Workplace Relations	3	4
Disciplinary Hearings and Grievances	2	6
Conflict Resolution for Win-Win Relations	3	4