POP TRAINING & CONSULTING
FOR PERFORMANCE ON PURPOSE

Company Profile

and

Training Prospectus 2027

POP TRAINING & CONSULTING
FOR PERFORMANCE ON PURPOSE

Accreditation No. 2529

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 the following categories of training programmes

(For quick access, please click on the relevant category)

- **Managerial and Leadership Programmes**
- **Organisational Design, Employment Equity, and Diversity Programmes**
- **Labour Law, Disciplinary Hearings, Managing Discipline, and Managing Poor Performance Programmes**
- **Supervisory / Team Leader Programmes**
- **Generic – Employee Engagement and Development Programmes**
- **Shop Steward Capacity Building Programmes**

For further information:

Tel: 074 074 0444 / 084 207 3661 E-mail: info@poponline.co.za Web: www.poponline.co.za

Managerial and Leadership Programmes			
Course *(click on courses to view details)*	**Suitable for**	**# days**	**NQF level**
Effective Interpersonal & Communication Skills for Leaders	Managers and Supervisors	2	5
Emotional Intelligence and Personal Mastery	Managers, Supervisors, Team Leaders, and General Staff	3	5
Effective Leadership and Management	Managers and Supervisors	3	5
Change Management	Managers, Management Teams, and Change Management Committees	2	5
Strategic Thinking, Scenario Planning & Change Management	Managers and Management Teams	2	5
Leadership, Transformation and Change Management	Managers and Management Teams	2	5
Conflict, Stress and Change Management	Managers, Supervisors, Team Leaders, and General Staff	2	5
Conflict Resolution: Workplace Leadership for Win-Win Outcomes	Managers, Supervisors, Shop Stewards	3	4
Customer Service: Building a Culture of Great Customer Service	HR Practitioners, Managers and Management Teams	2	5
HR Metrics and Data Analytics including AI for Strategic Impact	HR Practitioners, HR Business Partners, Talent Specialists, SDF's	3	-

Organisational Design, Employment Equity, and Diversity Programmes			
Course *(click on courses to view details)*	**Suitable for**	**# days**	**NQF level**
Building High Performance Teams	Managers, Supervisors, Team Leaders	2	5
Manage Diversity & Build a High Performance Culture	Managers, Supervisors, Shop Stewards, EE Committee Members	2	5
Employment Equity Training - 1 day	EE Committee members, Line Managers, HR Practitioners, Shop Stewards	1	4
Employment Equity Training and Workshop – 2 days	EE Committee members, Line Managers, HR Practitioners, Shop Stewards	1	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	-
Disability Sensitisation and Awareness Workshop	EE / Training Committee Members, Line Managers, HR Practitioners, Shop Stewards	1	-
Conflict Management and Conflict Resolution	Supervisors, Team Leaders, General staff on development programmes, Middle Management employees	2	5
Competency-based Selection and Interviewing Skills	Line Managers, HR Practitioners, All staff involved in interviewing	2	5
Onboarding, Orientation and Induction Design	HR Practitioners and Line Managers	2	4

Labour Law, Disciplinary Hearings, Managing Discipline, and Managing Poor Performance Programmes			
Course *(click on courses to view details)*	**Suitable for**	**# days**	**NQF level**
Labour Law and Employee Relations	HR Practitioners, IR Managers/ Officers Managers, Supervisors, Shop Stewards	4	4
Instilling Discipline and Handling Non-dismissible Offences	Supervisors, Team Leaders, Managers	1	-
Managing Discipline and Initiating Disciplinary Hearings	Supervisors, Team Leaders, Managers	2	5
Chairing / Initiating Disciplinary Hearings	Managers, Supervisors, HR Practitioners	2	5
Managing all Disciplinary and Poor Performance Processes - including Initiating and Presiding Over Hearings	Managers, Supervisors, HR Practitioners	3	5

Supervisory / Team Leader Programmes			
Course *(click on courses to view details)*	**Suitable for**	**# days**	**NQF level**
Teambuilding	Members and Team Leaders	2	5
Building High Performance Teams	Managers, Supervisors, Team Leaders	2	5
Supervisory Skills Training	Supervisors, Team Leaders and First Level Managers	4	4
Conflict Resolution: Workplace Leadership for Win-Win Outcomes	Managers, Supervisors, Team Leaders, Shop Stewards	3	4
Problem Solving and Root Cause Analysis	All employees	2	4
Customer Service Excellence: Build the Customer Value Chain	All employees	2	4
Time Management, Planning and Goal Setting	All employees	1	4
Emotional Intelligence and Personal Mastery	Managers, Supervisors, Team Leaders, and General Staff	3	5
Assertiveness, Self-awareness, and Influencing Skills	All employees	2	4
Stress Management	All employees	1	-
Conflict. Stress and Change Management	Managers, Supervisors, Team Leaders, and General Staff	2	5
Instilling Discipline and Handling Non-dismissible Offences	Supervisors, Team Leaders, Managers	1	-
Managing Discipline and Initiating Disciplinary Hearings	Supervisors, Team Leaders, Managers	2	5

Generic – Employee Engagement and Development Programmes			
Course *(click on courses to view details)*	**Suitable for**	**# days**	**NQF level**
Employee Work Readiness	Graduates, interns and newly appointed employees	2	-
Adapting to Change	All employees	5	8
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
Customer Service and Sales Training	Call Centre Operators, and all employees involved in customer service and / or sales	2	4
Emotional intelligence and Personal Mastery	Managers, Supervisors, Team Leaders, and General Staff	3	5
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
Stress Management	All employees	1	-

Shop Steward Capacity Building Programmes		
Course *(click on courses to view details)*	**# days**	**NQF level**
Shop Stewards Training: Disciplinary Hearings & Grievances	2	5
Shop Stewards Training: Generic Competencies 3-day programme	3	5
Shop Stewards Training: Generic Competencies 5-day programme	5	5
Shop Stewards Training: Labour Law & Workplace Relations	4	4
Shop Stewards Training: Conflict Resolution for Win-Win Outcomes	3	4