

COURSE NAME	TRAINING CONTENT	DATES AND VENUES			
		Venue	Sep'19	Oct'19	Nov'19
SOCIAL MEDIA - CREATING A DIGITAL FOOTPRINT HALF DAY (9:00 - 13:00) R2400 pp excl VAT	Every day, whether we want to or not, we contribute to our growing footprint of who we are online. It is important to understand what the impact of our digital footprint can mean to our future. The value of managing your digital footprint: Sites like Facebook, Twitter, Google+ and LinkedIn gives future employers the chance to get a glimpse of who you are without having to go through your CV. Social media is a primary vehicle of communication today and because most of what we say are public it becomes a reflection of who you are, therefore you need to manage it correctly. Click here	PTA	20	On request	26
BUSINESS ETIQUETTE 1 FULL DAY (9:00 - 16:00) R3500 pp excl VAT	Training in the art of social skills in both the business and social environment is, sadly, disappearing. Without training and the necessary exposure over years of formal social interaction, many managers and executives find themselves at a loss when it comes to acceptable behaviour in the business environment and in business-related social settings. This one-day intervention aims to enhance and polish an employees' business image – and therefore an organisation's image. It will allow the employee to develop etiquette skill, sophistication and confidence. It aims to provide an understanding of good business etiquette, which will enable employees to interact with and perform in a professional manner in most business situations (including social settings) when interacting with business people from all levels of an organisation – including CEOs, Ministers and other dignitaries. This course will improve your understanding of cross-cultural differences, explore different methods of communication, and teach you how to transfer information clearly and concisely according to the needs of your audience. Click here	PTA	On request	On request	On request
EFFECTIVE BUSINESS WRITING 1 FULL DAY (9:00 - 16:00) R3500 pp excl VAT	Our fast-paced, high-tech age has not reduced the need for effective business writing skills. In fact, it has substantially increased the need for skill in preparing business documents and is a skill that is vital to those who are serious about a job or career. Unfortunately, while our education system is currently producing reducing levels of literacy, there is an increasing reliance on computers to "write" for people; and faced with more communication flowing at an increasingly rapid rate, the need for clear, readable and understandable communication is increasing – but delivery is reducing Click here	PTA	On request	On request	On request

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Class dates and times are subject to change

Marili van Niekerk | Manager: Training | training@acotech.biz | +27 (82) 873 9227 | +27 (12) 640 2692

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ADVANCED COMMUNICATION 2 FULL DAYS (9:00 - 16:00) R6500 pp excl VAT	In any profession, you will find yourself in a situation where you need to relay information to another colleague. When such situations arise, good communication skills are an essential part of getting your message across clearly. This course will show you how to apply advanced verbal and Written communication techniques in your workplace. Click here	PTA	On request	On request	On request
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NEGOTIATION SKILLS 1 FULL DAY (9:00 - 16:00) R3500 pp excl VAT	A negotiation is a discussion intended to keep an open dialogue. Your success is directly related to the outcome of your negotiations and the outcome of your negotiations is an agreement. Your agreements can be strong or weak; short lived or lasting; cooperative or hostile; favourable or unfavourable Click here	PTA	On request	On request	On request
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PRESENTATIONS: PREPARING DEVELOPING AND DELIVERING 1 FULL DAY (9:00 - 16:30) R3500 pp excl VAT	The ability to deliver presentations is vital to achieving advancement for yourself and for your ideas. Few skills in life will contribute to your success as much as presentation skills. Without a dynamic and coherent presentation, even stellar ideas can fail to convince your audience. In this course, you will learn to organize your ideas to create coherent and convincing oral presentations, while also utilizing available visual aids and using public-speaking techniques to strengthen your delivery. Click here	PTA	On request	On request	On request
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TELEPHONE SKILLS 1 FULL DAY (9:00 - 16:00) R3500 pp excl VAT	Workplace stress is expensive in terms of wasted time, money, productivity and intellectual investment. It has a negative impact on the business as well as on the individual employee. The impact of workplace stress includes loss of work time, poor performance, mistakes, and miscommunication. The escalating cost of stress related illnesses has an often silent, but demoralizing impact. The bottom line is – manage your workplace stress, or else IT will manage your company. Since employees can't prevent anger, stress & conflict, the most important thing is to learn how to handle or manage them in productive ways. During the two day Stress Management workshop we will explore the harmful long-term effects of anger & stress on our mental and physical health and provide suggestions for managing our individual stresses more effectively. Click here	PTA	On request	On request	On request
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TIME MANAGEMENT FOR EXECUTIVES 2 FULL DAYS (9:00 - 16:00) R7000 pp excl VAT	In our busy environment, there is never enough time to do all the activities we want to do. As a result, we focus on less important issues whilst overlooking the important ones. This results in frustration and a lack of personal satisfaction. Click here	PTA	On request	On request	On request
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TRAIN THE TRAINER 3 FULL DAYS (9:00 - 16:00) R9500 pp excl VAT	This course focuses on the four components of the learning environment: the instructor, the audience, the classroom, and feedback. Within each component, students will explore the skills that are necessary for effective adult learning. Students will be given opportunities for two formal presentations, during which they will demonstrate the skills learned throughout the course. Click here	PTA	On request	On request	On request
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STRESS MANAGEMENT 2 FULL DAYS (9:00 - 16:00) R7000 pp excl VAT	Workplace stress is expensive in terms of wasted time, money, productivity and intellectual investment. It has a negative impact on the business as well as on the individual employee. The impact of workplace stress includes loss of work time, poor performance, mistakes, and miscommunication. The escalating cost of stress related illnesses has an often silent, but demoralizing impact. The bottom line is – manage your workplace stress, or else IT will manage your company. Since employees can't prevent anger, stress & conflict, the most important thing is to learn how to handle or manage them in productive ways. During the two day Stress Management workshop we will explore the harmful long-term effects of anger & stress on our mental and physical health and provide suggestions for managing our individual stresses more effectively. Click here	PTA	On request	On request	On request
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CUSTOMER RELATIONSHIP MANAGEMENT 1 FULL DAY (9:00 - 16:00) R3500 pp excl VAT	Customer relationship management allows you to meet and exceed your customers' expectations. Course Objectives: <ul style="list-style-type: none"> • To enable participants to understand CRM and its benefits • To assist participants in managing contacts, leads, and opportunities • To integrate information in marketing, customer support, service, accounts, and management • To develop strategies for optimum interaction between the organisation and the customer • To improve individual and group performance through building better business relationships Click here	PTA	On request	On request	On request
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Telephone Enquiries Marili van Niekerk: Gauteng: 012 640 2692

Company name _____ VAT Reg _____ Order Nr _____ VIP Acc Nr _____

Your name _____ Tel no _____ Fax no _____ Mobile _____

Postal address _____ Email _____

Food Allergies or Vegetarian of delegate attending _____ Job Title _____

COURSE NAME	NAME AND SURNAME	DATES	VENUE
Social Media - Creating a Digital Footprint			
Business Etiquette			
Effective Business Writing			
Advanced Communication			
Negotiation Skills			
Presentations: Preparing, Developing and Delivering			
Telephone Skills			
Time Management for Executives			
Train The Trainer			
Stress Management			
Customer Relationship Management			

Terms and Conditions

AccTech Systems Cancellation Obligations

AccTech Systems reserves the right to cancel courses for any reason, including when course registrations do not meet minimum levels. AccTech Systems will notify attendees of a cancelled course at least 2 calendar days prior to the course start date. In this case, registration fees will be refunded to the original form of payment. AccTech Systems is not responsible for airfare penalties incurred because of cancelled courses. AccTech Systems will not reimburse registrants for any travel or hotel cancellation fees or penalties.

Attendee Cancellation Obligations

Attendees may cancel or transfer to a different course date without penalty up to 14 calendar days prior to the course start date. Attendees that cancel or request transfers less than 14 days prior to the course start date will incur a R1000 Service Fee. The Service Fee will be charged to the payment method used to originally purchase the course. Cancellations received less than 48 hours prior to the course start time will result in forfeiture of the course fee.

REFERRED BY: _____

DATE: _____

Signed on behalf of the company: _____

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