

## Tailored Short Courses & Soft Skills



We believe that each business has their unique requirements and Novia One **Training** therefore has an ability and a passion for tailoring programmes or short courses to suite your own unique needs.

**Below are some of the popular short courses that we have available:**

- Administrative Office Procedures
- Administrative Support
- Anger Management
- Assertiveness and Self-Confidence
- Attention Management
- Basic Bookkeeping
- Being A Likeable Boss
- Body Language Basics
- Budgets and Financial Reports
- Business Acumen
- Business Ethics
- Business Etiquette
- Business Succession Planning
- Business Writing
- Call Centre Training
- Change Management
- Civility in the Workplace
- Coaching and Mentoring
- Collaborative Business Writing
- Communication Strategies
- Conducting Annual Employee Reviews
- Conflict Resolution
- Contract Management
- Creative Problem Solving
- Critical Thinking
- Customer Service
- Delivering Constructive Criticism
- Developing Corporate Behaviour
- Developing Creativity
- Developing New Managers

- Digital Citizenship
  - Emotional Intelligence
  - Employee Motivation
  - Entrepreneurship
  - Executive and Personal Assistants
  - Facilitation Skills
  - Generation Gaps
  - Goal Setting and Getting Things Done
  - Handling a Difficult Customer
  - Health and Wellness at Work
  - High Performance Remote Workforce
  - High Performance Teams (Inside the company)
  - Human Resource Management
  - Improving Mindfulness
  - Improving Self-Awareness
  - Internet Marketing Fundamentals
  - Interpersonal Skills
  - Leadership and Influence
  - Lean Process and Six Sigma
  - Manager Management
  - Managing Personal Finances
  - Managing Workplace Anxiety
  - Marketing Basics
  - Meeting Management
  - Motivating Your Sales Team
  - Negotiation Skills
  - Networking (outside the company)
  - Networking (within the company)
  - Office Politics for Managers
  - Organisational Skills
  - Overcoming Sales Objections
  - Performance Management
  - Personal Branding
  - Personal Productivity
  - Presentation Skills
  - Project Management
  - Proposal Writing
  - Prospecting and Lead Generation
  - Public Speaking
  - Risk Assessment and Management
  - Sales Fundamentals
  - Social Intelligence
  - Social learning
  - Social Media in the Workplace
  - Stress Management
  - Supervising Others
  - Supply Chain Management
  - Talent Management
  - Team Building for Managers
  - Teamwork and Team Building
  - Telephone Etiquette
  - Telework and Telecommuting
  - Time Management
  - Work-life Balance
  - Workplace Diversity
  - Workplace Harassment
  - Workplace Violence
- and many more ...

**For more information on any of our services please contact Marietjie at 011 783 9390**  
email: [marketing@noviaone.com](mailto:marketing@noviaone.com)

