

## BUSINESS PROFESSIONAL CURRICULUM

### MODULE ONE: THE EMOTIONALLY INTELLIGENT EMPLOYEE

Unit Standard	252031/120305/15094
NQF	5
Credits	5
Duration	1 days
Organisational Development Area	Mid-level staff and staff in Development Process

- Fundamentals of Emotional Intelligence
- The Emotional Brain:
  - What are emotions;
  - Where do emotions come from;
  - What is an emotion;
  - What causes an emotion;
  - The brain's accuracy;
  - Emotional intelligence as a set of abilities;
  - The difference between emotions and moods;
  - The functions of emotions;
  - Sources of emotions and moods;
  - Triggers and emotional hijackings;
  - Sizing up the whole person.
- The Emotional Intelligence Framework:
  - Self-Awareness;
  - Self-Management;
  - Social Awareness;
  - Relationship Management.
- Emotional Intelligence applied:
  - The EQ Action Plan;
  - Self-Awareness for EQ Success;
  - Self-Management strategies for EQ success;
  - Social Awareness strategies for EQ success;
  - Relationship Management strategies for EQ success;
- Application and implementation of EQ to your own life.

## MODULE TWO: BUSINESS COMMUNICATION SKILLS

Unit Standard	115413 / 110506
NQF	4
Credits	5
Duration	1 day
Organisational Development Area	Mid-level staff and staff in Development Process

- The ten commandments of positive relationships;
- Self-awareness;
- What is a skilled communicator?
- Communication barriers;
- Asking questions;
- Listening skills;
- Remembering names;
- Body language;
- The Johari Window;
- Frame of reference;
- Five approaches to relationships;
- Assertiveness.

## MODULE THREE: TIME MANAGEMENT AND GOAL SETTING

Unit Standard	120308/15234/117171/115772
NQF	3-5
Credits	5
Duration	1 day
Organisational Development Area	Mid-level staff and staff in Development Process

- Left brain/right brain;
- Setting goals;
- Planning;
- Proactive Theories of Time Management;
- Organising your Workspace;
- Organising files for Retrieval;
- Managing your Workload;
- Microsoft Outlook Support Tools;
- Delegation;
- A Project Management Approach;
- Setting a Ritual.
- Understanding motivation and how it can distinguish between needs and wants;
- Applying different techniques to enhance individual efficiency in setting goals, by using various tools;
- Understanding and demonstrating the goal setting process;
- Quality management and goal setting.

## MODULE FOUR: DELIVERING DYNAMIC PRESENTATIONS

Unit Standard	242614/110506
NQF	5
Credits	15
Duration	1 day
Organisational Development Area	Mid-level staff and staff in Development Process

- The presentation process;
- Audience analysis and supporting materials;
- Building presentations;
- Fundamentals of persuasion;
- Non-verbal communication;
- Understanding the characteristics of a good presenter;
- Overcoming the fear factor;
- Reinforcing the message;
- Human element;
- Body Language;
- Visual Aids;
- Successful interaction with the audience.

## MODULE FIVE: PROFESSIONAL BUSINESS WRITING

Unit Standard	119472
NQF	3
Credits	3
Duration	1 day
Organisational Development Area	Mid-level staff and staff in Development Process

- What is business writing and why is it important to write a good document?
- The Four C's (clear, concise, complete and correct);
- Writing clearly;
- Concise writing;
- Writing to complete a well-constructed document;
- Eliminating common writing mistakes;
- Email netiquette;
- Proofreading documents.

## MODULE SIX: MICROSOFT 2007/2010 CONVERSION

<b>Unit Standard</b>	<b>116938/117924/116933/117923/116937/ 16943/116945</b>
<b>NQF Level</b>	<b>3-4</b>
<b>Credits</b>	<b>28</b>
<b>Duration</b>	<b>2 Days</b>
<b>Pre-Requisite</b>	<b>Knowledge of MS Office 2003 or Office 2007</b>

### SYNOPSIS

This course is ideally suited to the advanced and experienced Microsoft Excel 2003/2007 (Word, Outlook, Excel and PowerPoint) users whom wish to gain knowledge as to the new features of MS Office 2010. This course will give users an overview of these features but in depth 1-day upgrade courses per product are available to users to gain further practical application and training as to how to use these new features.

#### **New Features of Word 2007**

- Work in Word anywhere
  - Word Mobile 2010 for Windows Phone 7
  - Word Web application
- Bring your best ideas to life
  - Format text and images together for a seamless look
  - Fine-tune your text with OpenType features
  - New numbering formats
  - Check box content control
  - Alternative text on tables
  - Find your way through long documents with the new Document Navigation pane and Search
  - New SmartArt graphic picture layouts
  - New artistic effects
  - Picture corrections
  - Automatic background removal of pictures
  - Better picture compression and cropping
  - Inserting screenshots
  - Clip art options with Clip Organizer
- Work more easily
  - Customize the Ribbon
  - The Microsoft Office Backstage view
  - Recover unsaved work
  - Point to text to see a translation
  - Simplified language preference setting
- Work better together
  - Work on the same document at the same time
  - Stay safer with Protected View
  - Find and remove hidden metadata and personal information in files
  - Help prevent changes to a final version of a document
  - Accessibility Checker

### **New Features of Excel 2007**

- Excel Mobile 2010 for Windows Phone 7;
- Access the right tools, at the right time
  - Improved ribbon
  - Microsoft Office Backstage view
  - Workbook management tools
- Access workbooks in new ways
  - Microsoft Excel Web App
  - Excel Mobile 2010 for Windows Phone 7
- Make fast, effective comparisons from lists of data
  - Sparklines
  - Improved PivotTables
  - Slicers
  - Improved conditional formatting
- Obtain powerful analysis from your desktop
  - PowerPivot for Excel add-in
  - Improved Solver add-in
  - Improved function accuracy
  - Improved filter capabilities
  - Performance enhancements
- Create workbooks with more visual impact
  - Improved charting
  - Support for equations
  - More themes
  - Paste with live preview
  - Improved picture-editing tools
- Collaborate on workbooks in new ways
  - Co-authoring workbooks
  - Improved Excel Services
  - Accessibility Checker
  - Improved language tools
- Extend workbooks in new ways
  - Improved programmability features
  - Support for high-performance computing

### **New Features of PowerPoint 2007**

- Create, manage, and collaborate with other people
  - Manage your files in the new Backstage view
  - Co-author a presentation with your colleagues
  - Automatically save versions of your presentations
  - Organize your slides into sections
  - Merge and compare presentations
  - Work with separate PowerPoint presentation files in different windows
  - Work from anywhere: PowerPoint Web Apps
  - PowerPoint Mobile 2010 for Windows Phone 7: Edit and view from your phone
- Enrich your presentations with video, picture, and animations
  - Embed, edit, and play a video in your presentation
  - Trim an audio or video clip
  - Use bookmarks in your audio and video clips
  - Link to a video from a web site
  - Apply artistic textures and effects to your pictures
  - Remove the background and other unwanted portions of a picture
  - Crop your pictures with more precision
  - New SmartArt graphic picture layouts
  - Use transitions with 3-D motion graphic effects

- Copy and paste animated effects from one object (text or shapes) to another
- Add a screenshot to a slide
- Deliver and share your presentations more effectively
  - Make your presentations portable for sharing
  - Turn your presentation into a video
  - Broadcast your slide show
  - Identify and resolve accessibility issues
  - Turn your mouse into a laser pointer

### **New Features of Outlook 2007**

- Expanded ribbon
- More room to manage your account
- See more of your messages
- Process and file your messages faster
  - Quick Steps
  - Meeting Reply
  - Instant Search improvements
- Reduce the noise in your Inbox
  - Ignore Conversation
  - Clean Up Conversations
- Work smarter and more efficiently with messages
  - MailTips
  - Forgotten subjects
  - Auto-Complete List improvements
  - Roaming signatures
  - Resize attached photos
  - Include screen shot
  - More spell checking
  - Expanded delivery information
- Get the calendar big picture
  - Meeting Suggestions
  - Calendar Groups
  - Schedule View
  - Quick View
- Work with all your accounts in Outlook
  - Multiple Exchange accounts
  - IMAP improvements
- Stay on top of your tasks
  - To-Do Bar
- Save your information
  - New data file name
  - Easier access to your Outlook Data Files (.pst and .ost)
- Stay connected
  - Outlook Social Connector
  - Quick Contacts
  - Hierarchal Address Book
- Unified Messaging improvements
  - Voice mail transcripts
  - Secure voice mail
- Additional improvements
  - View zoom control
  - Quota Thermometer
  - Navigation Pane
  - Extensibility
  - Command line switches

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## MICROSOFT OFFICE INTERMEDIATE COURSES

### EXCEL 2007 OR 2010 INTERMEDIATE

Unit Standard	116940, 258879
NQF	3-6
Credits	9
Duration	1 Day
Pre-Requisite	Microsoft Excel Introduction

#### COURSE OUTLINE - 2007

- More Calculations and Formatting;
- More Charts and Graphics;
- Data Lists;
- Data from Multiple Sources.

#### COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Summarize data that meets specific conditions;
- Find and correct errors in calculations;
- Change the appearance of data based on its value;
- Customize the appearance of charts;
- Find trends in your data;
- Print charts;
- Add images to worksheets;
- Create diagrams by using SmartArt;
- Define valid sets of values for ranges of cells;
- Limit data that appears on your screen;
- Manipulate list data;
- Sort data lists;
- Organise data into levels;
- Look up information in a data list;
- Use data lists as templates for other lists;
- Print data lists;
- Link to data in other worksheets and workbooks;
- Consolidate multiple sets of data into a single workbook;
- Group multiple sets of data.

## EXCEL 2010 INTERMEDIATE

### COURSE OUTLINE - 2010

- Perform Calculations on Data;
- Create Styles and Format Data;
- Focus on Specific Data by Using Filters;
- Reorder and Summarise Data;
- Combine Data from Multiple Sources.

### COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Name groups of data;
- Create formulas to create values;
- Summarise data that meets specific conditions;
- Find and correct errors in calculations;
- Define styles;
- Make numbers easier to read;
- Change the appearance of data based on its value;
- Limit data that appears on your screen;
- Manipulate worksheet data;
- Define valid sets of values for ranges of cells;
- Sort worksheet data;
- Organise data into levels;
- Look up information in a worksheet;
- Use workbooks as templates for other worksheets;
- Link data in other worksheets and workbooks;
- Consolidate multiple sets of data into a single workbook;
- Group multiple sets of data.

## POWERPOINT 2007 AND 2010 INTERMEDIATE

Unit Standard	117923, 258880
NQF Level	2-3
Credits	8
Duration	1 Day
Pre-Requisite Training	Microsoft PowerPoint Introduction

### COURSE OUTLINE - 2007

- Insert and format a table;
- Insert and update an excel worksheet;
- Insert and format a chart;
- Insert and format a diagram;
- Covert existing bullet points into a diagram;
- Insert and modify pictures;
- Draw, modify and connect shapes;
- Insert and modify stylized text;
- Align and stack graphics;
- Animate slide elements;
- Add transition effects;
- Insert, play and modify sounds;
- Create a hyperlink;
- Attach an action to text or an object;
- Save a presentation for the Web.

### COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Work with organising data effectively;
- Insert and modify illustrations;
- Implement and work with audio visual effects;
- Work with transition and custom animation;
- Use hyperlinks to improve your presentation;
- Execute a professional presentation.

## POWERPOINT 2010 INTERMEDIATE

### COURSE OUTLINE - 2010

- Add Tables;
- Fine-Tune Visual Elements;
- Add Other Enhancements;
- Add Animation;
- Add Sound and Movies.

### COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Insert and format tables;
- Insert and update Excel worksheets;
- Edit pictures;
- Customise diagrams;
- Format charts;
- Arrange graphics;
- Add WordArt text;
- Insert symbols and equations;
- Insert screen clippings;
- Create hyperlinks;
- Attach actions to text or objects;
- Use ready-made animations;
- Customise animation effects;
- Insert and play sounds;
- Insert and play videos.

## WORD 2007 AND 2010 INTERMEDIATE

Unit Standard	117924, 116938
NQF Level	2
Credits	9
Duration	1 Day
Pre-Requisite	Microsoft Word Introduction

### COURSE OUTLINE - 2007

- Present information in columns;
- Create a tabular list;
- Present information in a table;
- Format table information;
- Perform calculations in a table;
- Create a diagram;
- Modify a diagram;
- Insert and modify a chart;
- Use existing data in a chart;
- Create fancy text;
- Insert symbols and equations;
- Format the first letter of a paragraph;
- Draw and modify shapes;
- Add headers and footers;
- Change the relationship of elements on the page;
- Use a table to control page layout.

### COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Work with Toolbars and Manage Files;
- Work Effectively with Formatting Tools;
- Customise documents using various Formatting Tools;
- Work with Tables and Table Techniques;
- Apply Columns and Tabs Effectively;
- Create and Edit Charts;
- Insert, Edit and Format Text;
- Use illustrations to enhance the document.

## WORD 2010 INTERMEDIATE

### COURSE OUTLINE - 2010

- Insert and Modify Diagrams;
- Insert and Modify Charts;
- Use Other Visual Elements;
- Organise and Arrange Content;
- Create Documents for Use Outside of Word.

### COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Create and modify diagrams;
- Create picture diagrams;
- Insert and modify charts;
- Using existing data in charts;
- Add watermarks;
- Insert symbols and equations;
- Draw and modify shapes;
- Insert screen clippings;
- Reorganise document outlines;
- Arrange objects on the page;
- Use tables to control page Layout;
- Save files in different formats;
- Create and modify Web documents;
- Create and publish blog posts.

## OUTLOOK 2007 AND 2010 INTERMEDIATE

<b>Unit Standard</b>	<b>116935, 258897</b>
<b>NQF Level</b>	<b>2</b>
<b>Credits</b>	<b>4</b>
<b>Duration</b>	<b>1 Day</b>
<b>Pre-requisite Training</b>	<b>Microsoft Outlook 2007 Introduction</b>

### SYNOPSIS

This course provides delegates with more advanced skills for managing e-mail, schedules and contacts. The delegate will learn how to manage their inboxes, calendars and task lists, as well as create visually appealing messages, schedule meetings and move information from one Outlook component to another.

### COURSE OUTLINE - 2007

- Quickly locate messages;
- Arrange messages in different ways;
- Organise messages by using colour categories;
- Organise messages in folders;
- Archive messages;
- Define your available time;
- Configure outlook for multiple time zones;
- Print a calendar;
- Link to an internet calendar;
- Work with multiple calendars;
- Quickly locate contact information;
- Organise contacts by using colour categories;
- Create a distribution list;
- Create an additional address book;
- Create and format business graphics;
- Personalise the appearance of messages;
- Add signatures to messages automatically;
- Schedule, update and cancel meetings;
- Respond to meeting requests;
- Quickly communicate with contacts;
- Create a task or an appointment from a message;
- Send calendar information in an e-mail message.

## OUTLOOK 2010 INTERMEDIATE

### SYNOPSIS

#### COURSE OUTLINE – 2010

- Organizing Your E-mail, Part One (managing folders, favorites, search folders);
- Section 2: Organizing Your E-mail, Part Two (rules and clean up tools, configuring categories, junk email);
- A Word Primer;
- Understanding E-Mail Accounts (SMS accounts, RSS);
- Microsoft Exchange Server;
- Managing Your Mailbox;
- Managing Tasks and E-mail Messages;
- Managing Your Calendar.

#### **CONSOLIDATION WORKSHOP – ½ -DAY WORKSHOP SESSION**

- Feedback session from delegates to facilitators;
- Information will be based on integration of learned information in the workplace;
- Difficulties and issues in the workplace will be discussed;
- Extra information required will be given.