



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Personal Effectiveness Skills For Business Professionals Training

Business, Commerce and Management Studies / Office Administration

Unit Standard 110021 · NQF Level 4 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips business professionals with the essential personal effectiveness skills to manage themselves, their time, and their interactions with others in a corporate environment. Participants will learn to set goals, prioritize tasks, communicate assertively, and handle workplace stress, thereby enhancing their productivity and professional relationships.

Category	Business, Commerce and Management Studies
Subfield	Office Administration
Unit Standard	110021
Accreditation	SAQA Accredited · NQF Level 4 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply time management techniques to prioritize tasks and achieve daily goals.
- Demonstrate assertive communication skills in workplace interactions.
- Analyze personal strengths and development areas to create a self-improvement plan.
- Implement stress management strategies to maintain well-being and performance.
- Evaluate the effectiveness of personal goal-setting methods and adjust as needed.
- Demonstrate effective problem-solving and decision-making skills in a team context.

WHO SHOULD ATTEND

- This course is designed for business professionals at all levels who wish to improve their personal effectiveness, including team members, supervisors, and managers in corporate, government, or non-profit organizations.

COURSE OUTLINE

Day 1: Foundations of Personal Effectiveness

- Introduction to personal effectiveness and unit standard outcomes
- Self-awareness: strengths, weaknesses, values, and beliefs
- Goal setting: SMART criteria and action planning
- Time management: urgent-important matrix and daily planning
- Emotional intelligence: self-regulation, empathy, and social skills
- Overcoming procrastination and building self-discipline

Day 2: Communication and Interpersonal Skills

- Communication models and barriers
- Active listening and feedback techniques
- Assertiveness vs. aggressiveness: rights and responsibilities
- Conflict resolution styles and mediation steps
- Building trust and rapport in professional relationships
- Networking strategies and elevator pitch

Day 3: Productivity, Resilience, and Career Growth

- Stress management: causes, symptoms, and coping strategies
- Problem-solving: root cause analysis and creative thinking
- Decision-making: rational model and intuition
- Resilience: bouncing back from setbacks and embracing change
- Personal development planning: creating an actionable roadmap
- Review and action planning for continuous improvement

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **6 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Mauritius
05 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
05 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Mauritius

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 110021) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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