



## Accredited Africa Training Institute for Capacity Development

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

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### COURSE BROCHURE

# Effective Teamwork Skills For Agency Administration Training

Law, Military Science and Security / Sovereignty of the State

Unit Standard 114854 · NQF Level 6 · 5 Credits · 2 Days

## COURSE OVERVIEW

This course equips learners with the essential teamwork skills required for effective administration within an agency environment. Participants will develop the ability to collaborate, communicate, and contribute positively to team goals, enhancing overall agency efficiency and service delivery.

|                 |                                           |
|-----------------|-------------------------------------------|
| Category        | Law, Military Science and Security        |
| Subfield        | Sovereignty of the State                  |
| Unit Standard   | 114854                                    |
| Accreditation   | SAQA Accredited · NQF Level 6 · 5 Credits |
| Duration        | 2 days                                    |
| Training Method | Online, On-Campus, In-House               |
| Certificate     | Issued via AATICD LMS – verifiable online |

## LEARNING OUTCOMES

- Apply effective communication techniques to facilitate teamwork in an agency administration context.
- Demonstrate the ability to work collaboratively towards shared team goals and objectives.
- Analyze team dynamics and identify strategies to resolve conflicts and improve cooperation.
- Evaluate the impact of individual roles and responsibilities on team performance.
- Implement techniques to support and motivate team members in achieving administrative tasks.
- Design a personal action plan for continuous improvement in teamwork skills.

## WHO SHOULD ATTEND

- This course is designed for administrative staff, junior managers, and team members working in agency settings who need to improve their teamwork and collaboration skills to enhance office productivity and service quality.

## COURSE OUTLINE

### Day 1: Foundations of Effective Teamwork

- Introduction to teamwork concepts and benefits.
- Characteristics of high-performing teams.
- Team roles and individual contributions.
- Effective communication: listening, feedback, and conflict resolution.
- Building trust and mutual respect.
- Practical exercise: team role identification and communication scenarios.

### Day 2: Advanced Teamwork Applications and Integration

- Collaborative problem-solving and decision-making models.
- Conflict resolution strategies and mediation.
- Giving and receiving constructive feedback.
- Team performance evaluation and continuous improvement.
- Action planning for applying skills in the workplace.
- Case studies and role-plays: real-world agency scenarios.
- Reflection and commitment to ongoing teamwork development.

## 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 **5 NQF credits** at **NQF Level 6**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 16,900.00        | R 16,900.00 |
| 1         | In-House             | R 22,000.00        | R 22,000.00 |
| 1         | On-Campus (Pretoria) | R 25,400.00        | R 25,400.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                   |
|-------------|-------------|-----------|-------------------------|
| 11 Aug 2026 | 12 Aug 2026 | On-Campus | Durban, South Africa    |
| 11 Aug 2026 | 12 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 11 Aug 2026 | 12 Aug 2026 | On-Campus | Cape Town, South Africa |
| 13 Aug 2026 | 14 Aug 2026 | On-Campus | Abu Dhabi, UAE          |
| 13 Aug 2026 | 14 Aug 2026 | On-Campus | Dubai, UAE              |
| 13 Aug 2026 | 14 Aug 2026 | On-Campus | Mauritius               |
| 17 Aug 2026 | 18 Aug 2026 | On-Campus | Dubai, UAE              |
| 17 Aug 2026 | 18 Aug 2026 | On-Campus | Abu Dhabi, UAE          |

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](http://www.aaticd.co.za), open the page for this course (Unit Standard 114854) 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](mailto: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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