



ONLINE
COURSE

BASIC BUSINESS SKILLS

BROCHURE

This program offers the perfect blend of theory and workplace application with practical projects for every skill so they will develop themselves and improve their productivity and customer experience.

This Business Skills course is an essential learning program for service industry or support services employees who need to develop their customer service skills, business writing and telephone etiquette. In addition this workshop offers a choice of basic and advanced Microsoft Word or Excel skills to make employees more productive. To help learners take their services to the next level they will also learn time management and problem solving skills to improve their own workplace and the service they offer their customers.



DURATION

12 weeks online
access



STUDY TIME

8-9 hours study time



INTERNATIONAL CERTIFICATION



CONTINUING EDUCATION UNITS (CEU'S)

2.6 CEU's



The
Leadership
CENTRE
DEVELOPING TOMORROW'S LEADERS

eCOURSE INCLUDES

- Telephone Etiquette course lessons access (1 Month)
- Business Writing course lesson access (1 Month)
- Time Management course lesson access (1 Month)
- Course eBook per course
- Templates and exercises
- Quick Reference sheet
- Online Certification Exam

KEY OUTCOMES

- **Pre-reading and Introduction**
 - Assess your basic business skills
 - Define your personal goals for the workshop
- **Grammar and Etiquette for Writing and Speaking to Customers**
 - Practise business writing
 - Practise email writing
 - Practise telephone responses
- **Business Report Writing**
 - Write a business report
- **Time Management**
 - Demonstrate time management
 - Organise your time (Diary session)
 - Describe different ways to deal with lateness and tardiness

CERTIFICATION & ACCREDITATION

You are required to complete an online multiple choice exam with a pass mark of at least 80%.

The Leadership Centre is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.



TECHNICAL REQUIREMENTS (COMPUTER)

- A computer with Microsoft Windows operating system (98, NT, 2000, XP, Vista, or Windows 7) or Mac OS X (10.5 Leopard or higher).
- A computer with Microsoft Office 2000 or higher.
- A high speed internet connection and a web browser (Firefox is highly recommended as there are incompatibility issues with Internet Explorer).
- Adobe Reader (free software).

GET IN TOUCH

Should you have any queries, please contact us at The Leadership Centre.

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HAPPY LEARNING

The Leadership Centre Team

