

BEHAVE IN A PROFESSIONAL MANNER IN A BUSINESS ENVIRONMENT

Unit Standard: 114959



Course Information

Qualification Title	National Certificate: New Venture Creation (SMME)
Course Title	Behave in a Professional Manner in a Business Environment
Course Level	2
Course Credits	4
Course Duration	Three days
Cost of Course	R 2 800,00 per delegate (excluding 15% VAT)

Course Overview

This Unit Standard provides a broad introduction to a work environment. It is the starting point for a learner in financial services or other business environments. The focus is knowledge, skills, values, and attitudes concerning the learner's work context and experience of the world of work.

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Who Should Attend?	• Anyone in an organisation dealing with customer enquiries from internal and external customers.
Course Objectives	The qualifying learner is capable of: • Knowing how to behave in a business environment. • Interpreting body language in a business context. • Interacting with people in a business setting. • Assessing own professional behaviour in a business setting.
Benefits	Benefits of this course: • Learners can identify and solve problems in which responses show that responsible decisions using critical and creative thinking have been made in demonstrating ways of behaving professionally when provoked or in difficult circumstances. • Learners can work effectively with others as a member of a team by understanding and applying commonly accepted business behaviour in their interactions with colleagues and customers. • Learners can organise and manage their activities responsibly and effectively in behaving professionally in a work environment. • Learners can collect, organise and critically evaluate information in assessing the behaviour of peers in the workplace. • Learners can communicate effectively through the use of positive listening skills and appropriate non-verbal communication and by displaying cultural sensitivity and understanding across a range of social contexts. • Learners can demonstrate an understanding of the world as a set of related systems by understanding the consequences of not adhering to a Company Code of Conduct.

Course Content	
Course Modules	Course modules consist of: 1. Know how to behave in a business environment. 2. Interpret body language in a business context. 3. Interact with people in a business setting. 4. Assess your professional behaviour in a business setting.
Certification and Assessments	All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWISE (or SETA for qualifications) will be issued.

About WWISE

Who are we?	World Wide Industrial & Systems Engineers (WWISE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.
What do we do?	Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes: • ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards. • Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards. • Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards. • ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors. • Customised web-based solutions integrating current systems to be in line with ISO requirements. We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.