



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This intensive short programme is Unit Standard based and aimed at individuals in business environments, who need an understanding of the role and importance of behaving and interacting professionally with others.

It is highly practical and interactive and delegates will learn how to behave appropriately in a business environment in different situations and with diverse people, according to established policies and procedures.

It covers listening skills, dress code, body language, developing a positive attitude, greeting people and closing interactions. There is a strong focus on the concepts and importance of ethical business practices and behaviour, the factors that affect ethical values and ethical diversity.

Target Audience

This short programme is suitable for any individual in a business environment that wants to behave more professionally and ethically.

Any person, in any sector of the economy will benefit from the programme.

Entry Requirements

- A GETC or equivalent at level 1.
- Competence in Communication Literacy at NQF Level 1.
- Competence in Mathematical Literacy at NQF Level 1.

Additional Requirements

- You will need access to appropriate workplace activities.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

Management & Leadership

Professionalism at Work

SERVICES SETA Statement of Results

US ID:	14359
NQF Level:	2
Credits:	5

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Behave in a Professional Manner in a Business Environment, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the course, you will be able to:

- Behave appropriately in a business environment.
- Understand dress code.
- Explain the importance of a positive attitude.
- Develop good working practices and listening skills.
- Interpret body language in the workplace, including posture, eye contact, personal space, and shaking hands.
- Meet, greet and close interactions with people in a business setting.
- Understand the importance of first impressions.
- Understand the concept of ethics, ethical business practices and the sources of ethical values.
- Apply business ethics in the workplace.





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Course Content

US: Behave in a Professional Manner in a Business Environment

Accreditation Body: SERVICES SETA

| SAQA ID: 14359 | Learning Programme ID: NA
| NQF Level: 2 | Credits : 5

Module 1: How to Behave in a Professional Environment

- Understand dress code
- Honour working hours
- The importance of a positive attitude
- Following good working practices by keeping colleagues informed on work activities
- Listening skills
- Legal requirements and established policy for smoking in the workplace
- Company Codes of Good Conduct

Module 2: Interpret Body Language in a Business Environment

- The importance of interpreting body language correctly
- Posture and eye contact
- The correct use of handshakes as a greeting in a business setting
- Respecting people's space
- Positive and negative body language
- Behaviour considered as sexual harassment in the workplace

Module 3: Meet People in a Business Setting

- Why first impressions are important
- The procedures for dealing with unexpected guests
- Greeting guests
- Introducing people in a business-like manner
- Closing interactions professionally

Module 4: Demonstrate an Understanding of Basic Business Ethics in a Business Environment

- The concept of ethics
- Ethical business practices
- Sources of ethical values
- Ethical values in the workplace
- Personal attitudes and factors that affect ethical values
- Ethical diversity

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