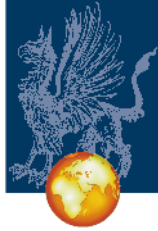


I N T E R N A T I O N A L



T R A I N I N G  
S O L U T I O N S

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<b>Title</b>	<b>Content</b>	<b>Duration</b>
Basic Business Calculations	<ul style="list-style-type: none"><li>• Presenting numeric information in graphs</li><li>• Calculating and interpreting the key financial ratios and percentage variances</li><li>• The value of creditor discounts</li><li>• Breakeven analysis</li><li>• Margin of safety</li><li>• Working capital cycles</li><li>• Net present value</li><li>• Internal rate of return</li><li>• Interpreting share market ratios</li></ul>	2 days

### **Description**

This course is intended for those whose education and past training has not equipped them with the skills necessary to make, or interpret the results of, the basic financial calculations that are a key part of business management today. It takes learners through the rudiments of financial calculations and enables them to understand the variables that affect the results of the calculations. Through exercises and case studies learners make the calculations that assist in the effective financial management of any enterprise.

<b>Title</b>	<b>Content</b>	<b>Duration</b>
Customer Service	<ul style="list-style-type: none"> <li>• Defining excellent customer service</li> <li>• Internal/external customers</li> <li>• Identifying customer needs</li> <li>• Saying no</li> <li>• Handling unhappy customers</li> <li>• Telephone etiquette</li> <li>• Service standards</li> <li>• Implementing the customer service action plan</li> <li>• Conducting the customer satisfaction survey</li> </ul>	2 days

### **Description**

This course begins by identifying the difference between good service and excellent service and demonstrates the need to strive for excellent customer service. Learners are shown that the process of improving customer service begins with identifying customer needs and using that understanding to set objectives for service standards. Learners are provided with tools to equip them to build better relationships with customers to enable the achievement of the company's objectives. Learners will also learn how to create and implement a customer service action plan and will be able to construct and undertake a customer satisfaction survey so that progress towards objectives can be measured.

<b>Title</b>	<b>Content</b>	<b>Duration</b>
Effective Business Presentations	<ul style="list-style-type: none"> <li>• The elements of communication</li> <li>• Gaining self-confidence</li> <li>• Overcoming the fear of presenting</li> <li>• The confidence factor</li> <li>• Introducing a speaker</li> <li>• Organising the presentation</li> <li>• Working with visual aids</li> <li>• Involving the audience</li> </ul>	3 days

### **Description**

Even experienced presenters need to continually improve their ability to communicate, persuade and listen to an audience (be it one or one hundred people). This programme is designed for everyone that addresses groups, gives sales presentations, or speaks at meetings or conferences.

<b>Title</b>	<b>Content</b>	<b>Duration</b>
Financial Literacy	<ul style="list-style-type: none"> <li>• How to budget</li> <li>• Developing the savings habit</li> <li>• Managing debt</li> <li>• Avoiding the debt spiral</li> <li>• Managing risks through insurance</li> </ul>	Variable

### **Description**

This course is offered to corporate clients that understand the benefits of a financially literate workforce. It deals with the common financial problems that workers typically face in our consumer society and assists them to take charge of their financial situation and to prepare confidently for a financially secure future.

<b>Title</b>	<b>Content</b>	<b>Duration</b>
Finance for Non-Financial Managers	<ul style="list-style-type: none"> <li>• Basic accounting principles</li> <li>• Understanding income statements</li> <li>• Understanding balance sheets</li> <li>• Understanding cash flow statements</li> <li>• Financial ratio analysis</li> <li>• Working capital management</li> <li>• Breakeven and sensitivity analysis</li> <li>• Capital budgeting techniques</li> </ul>	2 days

### **Description**

For many people, finance is a closed book but this can negatively impact on their job performance when some knowledge is necessary. This programme does not try to make accountants of learners but, instead, presents the basics of finance and financial reporting in a simple and logical manner that helps learners gain an understanding of financial concepts.

<b>Title</b>	<b>Content</b>	<b>Duration</b>
Introduction to Finance for Non-Financial People	<ul style="list-style-type: none"> <li>• Strategic planning</li> <li>• Operational planning and budgeting</li> <li>• Variance analysis</li> <li>• Income statements</li> <li>• Balance sheets</li> <li>• Profitability</li> <li>• Financial performance measurement</li> <li>• Cash flow management – collecting on credit sales</li> <li>• Shareholder value</li> </ul>	2 days

### **Description**

Intended for people at shop-floor or supervisory level, this course seeks to present the basics of financial management in a fun and interactive way, avoiding the use of financial jargon which can often create a barrier to learning. There is very little theory presented in this course. Instead, learners work in teams and compete in running a business operation within a simulated business environment. The winning team is the one that creates most value for shareholders during the duration of the course.

<b>Title</b>	<b>Content</b>	<b>Duration</b>
Introduction to Management	<ul style="list-style-type: none"> <li>• The process of management</li> <li>• Planning</li> <li>• Organising resources</li> <li>• Activating the process</li> <li>• Controlling the outcome</li> <li>• Decision-making tools</li> <li>• Effective communication</li> <li>• Motivating personnel</li> <li>• Delegation</li> <li>• Improving the under-performer</li> </ul>	3 days

### **Description**

This course is designed to demonstrate the basics of management. Learners will identify the key functions of a manager and acquire tools that will enable them to perform these functions in any business environment. Learners will also acquire the managerial skills that will enhance relationships with subordinates in the company and enable them to play a meaningful part in the achievement of company objectives.