

Shape the future of your organisation

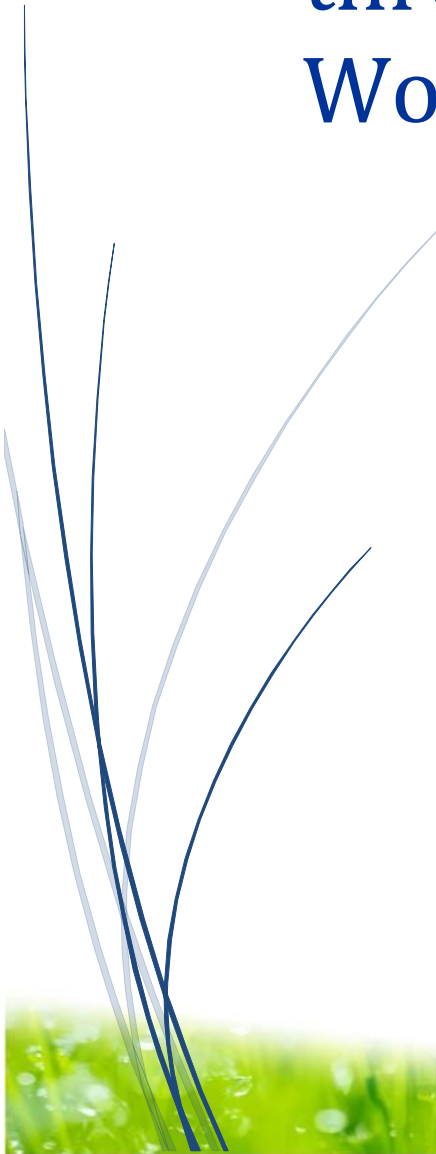
through your people...



From Vision to Results through a Happier Workforce

The essential skills to achieve
performance excellence

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Consulting
Strategy
Human Resources

THE CAPFOR GROUP

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About Us – The People for Successful People Solutions

The CAPFOR Group

The **CAPFOR Group** is a leading international **Strategic and Human Resources Consulting firm** with offices in France and Africa that helps organisations translate their vision into business results through people solutions. The **CAPFOR Group** has helped since 1972 more than **1,000 clients** optimise their human potential and has guided successfully more than **10,000 professionals** in their career development.

Our **Mission** is to help our clients transform their **vision into results through people solutions**.

Our **Approach** is to help our clients create thriving and positive work environment to unlock people potential and achieve extraordinary results in a world of constant change.

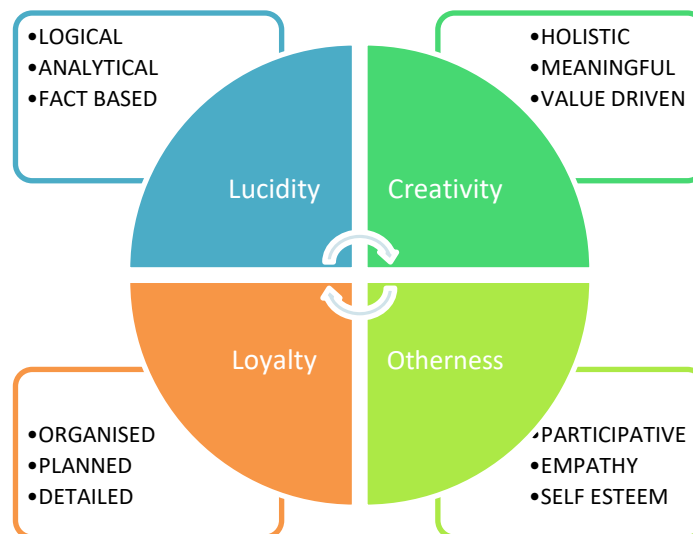
The CAPFOR group has three main areas of expertise:

- **Developing successful strategies** through people solutions
- **Hiring the best talents** to transform your strategy into reality
- **Managing change and growing your people** to achieve shared goals.

Our consultants help business leaders maximise their organisation’s potential by ensuring teams are engaged, aligned, empowered and accountable. Our consultants help clarify strategies, shape businesses for success, drive change initiatives that deliver results by focusing on people transformation.

Our **Consultants** have worked at top management level and have developed in depth expertise in solving complex organisational issues. They bring fresh thinking to client challenges, along with experiences across business segments and geographies.

Our **Consultants** are guided by our **values** of **Creativity, Otherness, Loyalty** and **Lucidity** when delivering innovative and practical solutions that are tailored to your organisation's culture and goals.



Our **client relationships** are shaped by a deep understanding of our clients' needs, a participative approach and a group-wide commitment to service excellence.

The **CAPFOR Group** has over the years developed a global network of partners with renowned experts to build world class solutions using proven tools and methodologies that are tailor made to your unique needs by combining international best practices and local expert knowledge.

The **CAPFOR Group** adheres to ethical standards in dealing with clients and guarantees that all information provided by the client will be kept in the strictest confidence.

CAPFOR Mauritius

CAPFOR Mauritius is a member firm of the **CAPFOR Group**. It has been in existence for **more than 15 years** and operates in **Mauritius, in the Indian Ocean, Africa and beyond**. For the last 20 years, its senior consultants have developed a unique experience in the design and implementation of successful people solutions in Mauritius, Africa and Europe bringing together international best practices and local knowledge.


CAPFOR Mauritius operates under two separate legal entities, namely Direct Recruitment Solutions Ltd and Direct HR Solutions Ltd. Direct Recruitment Solutions Ltd is specialised in **executive search and recruitment** and Direct HR Solutions focuses on **Strategic and HR Consulting** and Training activities.

Our team of consultants has worked with **more than 1000 organisations in Mauritius** and beyond ranging from fast growing small companies to large groups including **more than 32% of the top 100 companies/groups in Mauritius** either directly or through a member company.

Registration and licence

- **CAPFOR Mauritius** holds a **full recruitment licence with the Ministry of Labour, IR & Employment** and is authorised to recruit citizens of Mauritius for employment in Mauritius, citizens of Mauritius for employment abroad and non-citizens for employment in Mauritius.
- **CAPFOR Mauritius** is a **registered training organisation** with the Mauritius Qualifications Authority (MQA).

Affiliations

- In Europe, CAPFOR Mauritius is affiliated with the Chartered Institute of Personnel and Development (CIPD) Europe's largest professional institute for people management and development.
- CAPFOR Mauritius is a Certified Woohoo Partner: 
- In Mauritius, **CAPFOR Mauritius** is affiliated with the following organisations:
 - Business Mauritius (BM) formally The Mauritius Employers' Federation (**MEF**),
 - The Mauritius Chamber of Commerce and Industry (**MCCI**),
 - The Outsourcing and Telecommunication Association of Mauritius (**OTAM**),
 - The Chambre de Commerce et d'Industrie France Maurice (**CCIFM**).



Learning that Delivers Results

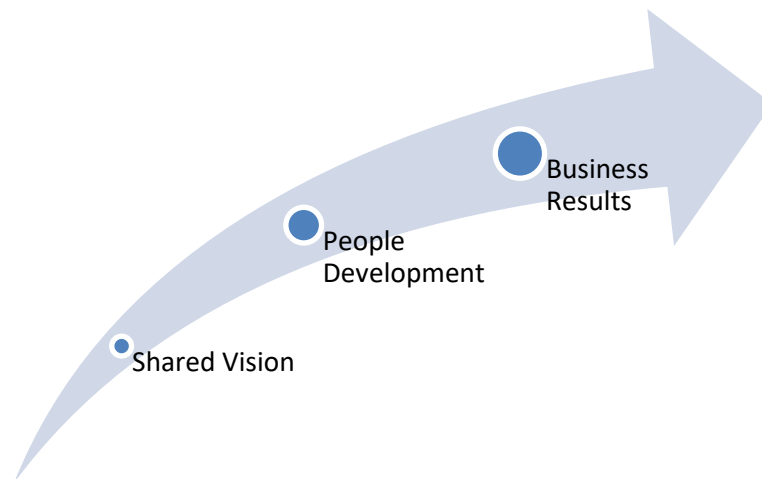
Competition for talent is fierce and the quality of your people is key for success.

At CAPFOR, we believe that in today's ever changing and increasingly competitive business environment the ability for organisations to be agile and adapt to change is more important than ever before. In this context, you cannot overlook gaps in skills or lack confidence in your people' capacity to meet business challenges.

"An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage."

Jack Welch

That is why CAPFOR Mauritius does more than just deliver training "events." We help you translate your **Vision** and **business strategy** into **Results** through the design, development and implementation of focused and effective **People Development Programmes**.



Unleashing people potential through impactful learning experience

At CAPFOR, we believe that adult learning is more than delivering information in a classroom using flipcharts and hoping that it is absorbed and acted upon. Participants are encouraged to be active in the learning process, to reflect on their experience and to put the information into some practical use relevant to their working environment.

"Tell me, and I will forget.

Show me, and I may remember.

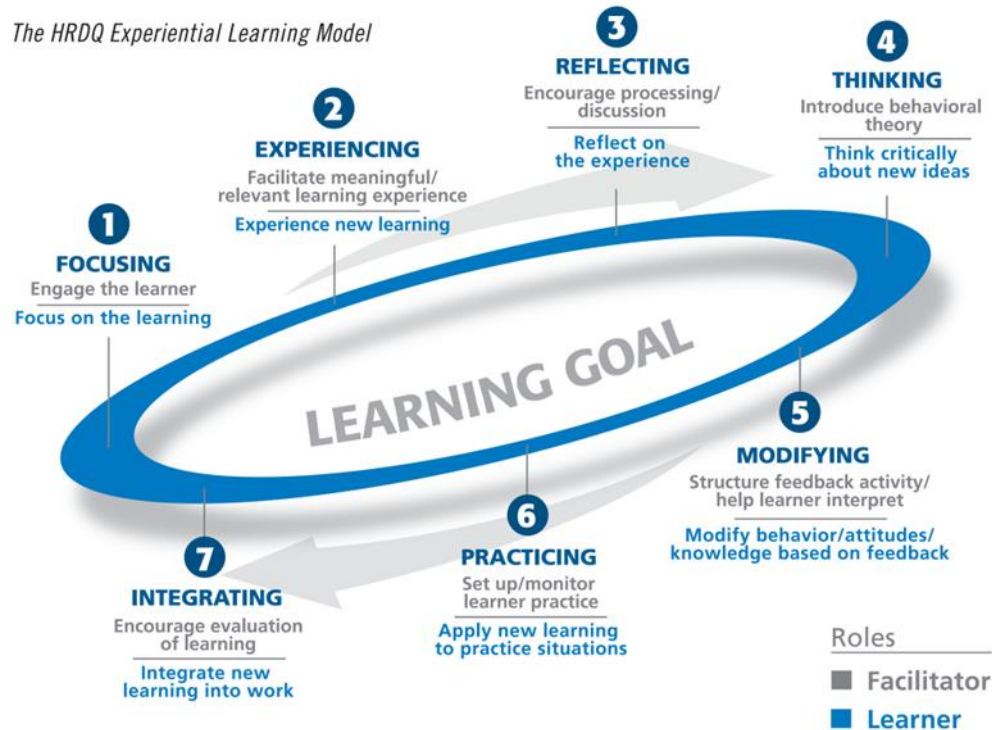
Involve me, and I will understand."

Confucius



Experiential Learning Model

Our programs engage individuals right from the start with the opportunity to interact, develop skills, and learn by doing. We attribute these results to our approach to organisational and adult learning. The Experiential Learning Model™ shown below pictures the structural approach to learning. By following these steps, we can always be assured that participants will learn and change in positive and useful ways to themselves and their organisation.



The Experiential Learning Model is a registered trademark of HRDQ.

The result: participants know how to apply the learning to real-world situations and put it into immediate action. What are the benefits?

- Learner-focused approach encourages active participation
- Hands-on involvement makes learning more meaningful
- Honest self-reflection inspires insight and specific action
- Feedback from others completes an accurate portrait of behaviour
- Skill practice improves confidence and the ability to transfer learning
- Action planning enables individuals to employ new skills immediately



Our Proven Formula for People Development

The formula:

Discover + Develop + Grow = Performance Excellence



“The designer’s and the facilitator’s job then are to help the participants understand their experience and convert it to the knowledge, skills, and attitudes required to solve work and organisational problems.”

Discover	<p>Discover your strengths by knowing yourself through our self-awareness tools. We offer a range of skills profiling tools and assessments to know where you are now (Current state). Assessments are important for learning in the workplace. With a self-assessment tool, a person can learn more about how themselves and how they function at work. Knowledge is power, so an employee is much better equipped to tackle workplace situations with the most information at hand. CAPFOR offers employee assessment tools and tests for virtually every area of soft-skills training, with most available in both online and print formats.</p>
Develop	<p>Develop your capabilities by practising science-based skills in a positive and fun learning environment. CAPFOR Mauritius provides access to experienced trainers at top management level and to internationally tested skills development programmes that are critical to developing current and future leaders. Our programmes have shown their ability to build job-critical competencies and promote positive behavioural changes. Our approach to organisational and adult learning using the Experiential Learning Model™ creates a positive experience for the learners and helps organisations build better leaders and individual contributors in a variety of areas.</p>
Grow	<p>Grow your potential through our beautiful and collaborative coaching process. CAPFOR Mauritius assists the learners and the organisations to undertake a proper follow up on an individual basis. It has been shown that consistent follow-up helps to achieve significant changes in behaviour and increase business performance when linked to results. After every training session, participants are invited to take advantage of our short coaching sessions for 1 month by way of Zoom, telephone and/or by e-mail to help them hone the skills acquired during the workshop to promote career growth and enhance performance.</p>



TMA METHOD: RECRUIT, SELECT, DEVELOP AND GUIDE THE RIGHT TALENTS

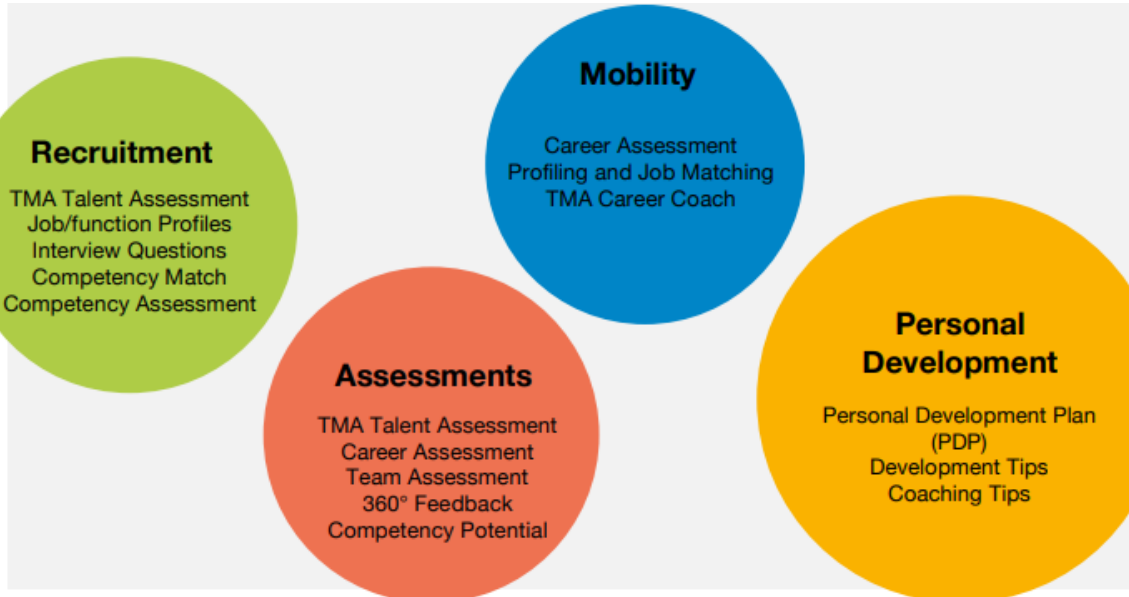
TMA Method “is a complete solution for managing human resources.” with positive psychological content, structure, support and practical instruments. TMA offers the opportunity to identify the potential of Human Capital and develop the added value of each employee.

This unique method covers the area of organizational development, and is available in three specific areas, important for the strategy of a company: recruitment, selection, competencies, talents and performance management. Both for individuals and teams.

The key to the success of TMA Method lies in its ability to connect individual talents (psychometry) to professional behaviour indicators, based on competencies and performance management. TMA Assessments, reports and recommendations are communicated in a non-judgmental and talent-oriented manner, based on positive psychology.

Benefits of TMA

- Make employees work on the basis of their drives and talents in order to achieve better results and competencies.
- Focus on the talents and competencies already present and develop them.
- Discover and develop talents. People act when they do what they are good at or when they know about their talents. In the long run, stimulating a person using a negative approach is more difficult and less effective.
- Find out which competencies are easy to develop based on intrinsic motivation.



People work better, learn faster, get into action more easily and are more involved if their tasks correspond to their competencies.



Assessment by Topic

CAPFOR has more than 50 assessments, instruments, and surveys for individuals at all organizational levels to learn about our strengths and areas for improvement such as:

What's My Communication Style



This **communication style** assessment will help you assess personality style from the perspective of communication using Marston's style theory (often referred to as DISC). You'll learn how to take advantage of your personality strengths, learn what your areas of opportunity are, and develop skills to be able to "flex" your style to work better with others.

Conflict Strategies Inventory



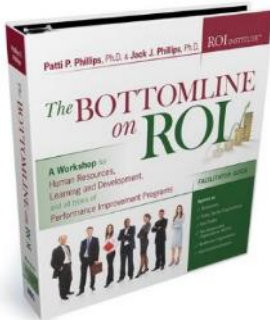
Conflict Strategies Inventory improves an individual's ability to successfully handle conflict scenarios in the workplace. This assessment tool accurately identifies one's typical reaction to conflict, examines the potential outcomes associated with each strategy, encourages the use of more effective tactics, and provides skill practice in resolving day-to-day issues.

The Accountability Experience



The **Accountability Experience** self-assessment is designed to gauge how an employee's current mindset puts accountability, responsibility, and empowerment into practice. Managers and supervisors learn to encourage employee accountability at all levels, leading to increased engagement and a decrease in the gap between expectation and delivery.

Bottomline on ROI



Training professionals everywhere are under pressure to prove the value of their efforts. Because if they can't, management buy-in, budgetary support, and even their jobs are at risk. After all, learning and development programs don't come cheap. But is it really possible to **put hard numbers on the impact of training**, especially the more nebulous soft-skills topics such as leadership development? Using the Phillips ROI Methodology, it most certainly is - and it isn't as difficult or overwhelming as one may think.



More assessments . . .

Accountability Experience
Becoming a Customer Service Star
Benchmarks of Team Excellence
Best Boss Inventory
Bottomline on ROI
Breakthrough Creativity Profile
Campbell Leadership Descriptor
Change Reaction
Coaching Skills Inventory
Comprehensive Leader
Conflict Strategies Inventory
Critical Thinking Fundamentals
Cross-Cultural Adaptability Inventory
Dealing with Tough Negotiators
Diversity Awareness Profile
Emotional Intelligence Skills Assessment (EISA)
Encouraging Innovation Through 5 Key Conversations
Extraordinary Teams Inventory 2.0
Five Dysfunctions of a Team
Focused Leader Profile
Force Field Problem Solving Model
Get Fit for Coaching
Group Development Assessment (GDA)
Internal Customer Service Assessment
Interpersonal Influence Inventory (III)
Intuitive Decision-Making Profile
It's Okay to Be the Boss
Kirkpatrick Express Evaluation Toolkit
Leader-Manager Profile
Leading Change at Every Level
Learning Style Questionnaire
Learning to Listen
Legacy Leadership Competency Inventory
Mastering the Change Curve
Matrix Manager Inventory
Mentoring in the Moment
Negotiating Style Profile (NSP)
Neurolinguistic Communication Profile (NCP)
Participative Management Profile
Performance Management Through 5 Key Conversations
Personal Style Inventory (PSI)
Presentation Skills Profile (PSP)
Problem Solving Style Inventory
Project Leadership Assessment
Remarkable Performance Development
Responsive Leader Questionnaire
Selling Skills Inventory
Supervisory Skills Questionnaire
Team Communication Inventory
Team Conflict Strategies Inventory
Team Effectiveness Profile (TEP)
Team Emotional and Social Intelligence (TESI)
TeamShare
Team-Work & Team-Roles
What's My Coaching Style?
What's My Communication Style?
What's My Leadership Style?
What's My Learning Style?
What's My Selling Style?
What's My Style?
What's My Team Member Style?
What's My Time Style?



CAPFOR Talent Assessment and Development Centre

Identify and Develop the Talents You Need

CAPFOR helps its clients ensure they have a pipeline of talent that is ready, willing and able to lead and manage through its **Assessment and Development Centre**. Identifying and developing key talent is essential for sustainable business success but it is a challenging process that needs expertise and this is best carried out with certified professionals using proven tools.

In its Assessment and Development Centre, **CAPFOR** is able to offer a comprehensive range of proven and internationally recognised psychometric and aptitude testing services to assist in the recruitment process. In particular **CAPFOR Mauritius consultants are accredited users of Saville Assessment Tools**.

Saville Assessment (www.savilleassessment.com), a Willis Towers Watson company (www.willistowerswatson.com), transform how organizations use psychometric assessments to **Hire, Build, and Lead their talent**. Its extensive portfolio of aptitude tests and personality questionnaires cover all job roles and levels and are designed based on scientific research into successful workplace performance. It was founded in 2004 by Professor Peter Saville (previously the founder of SHL Group plc), a worldwide authority in the field of Industrial and Organizational Psychology.

In 2019, Saville Assessment was named Recruitment Industry Supplier of the Year at Recruiter Awards 2019. The award recognized its achievement and innovations over the previous 12 months, including the launch of our new Role Fit App - utilizing smart algorithms for clients to create role fit profiles to assess against, Talent Analytics powered by Wave – helping recruiters to harness the wealth of assessment data collected for dynamic insight, and our smart Video Interviewing platform.

Saville Assessment's Wave personality questionnaires are the most powerful predictors of workplace performance and potential. As the market-leading personality assessment, Wave is recognized for:

- possessing the highest validity
- using the best scoring format to forecast workplace performance
- being the only tool to identify alignment between work motives and talents
- having the most up-to-date norms for better benchmarking

Aptitude or ability tests are consistently shown to be the best predictors of workplace effectiveness. Using the right ability test as part of a selection process can bring a significant return on investment by helping to ensure the right person is chosen for the role.

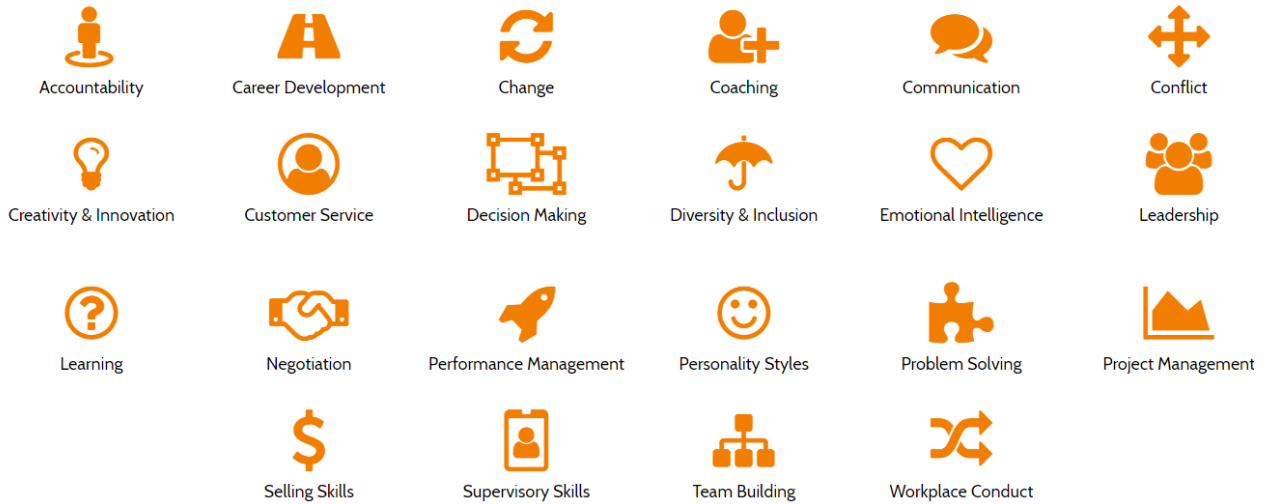
The Saville Assessment's aptitude test portfolio is used for a range of roles in order to clearly measure a variety of abilities depending upon the requirements. The Swift Executive Aptitude is designed for all high-level roles e.g. directors, managers, professionals, graduates and management trainee.



CAPFOR People Development Solutions

Need to train? We can help you design your training solutions ...

We have training solutions in many different areas.



We design courses based on training materials used by leading organizations.



List of Training Courses amongst others

<p>Choose Happiness @ Work</p> <ul style="list-style-type: none"> • Introduction to “Choose Happiness at Work for Success” Seminar • Happiness at Work Workshop • Wellness • Developing Resilience • Breakthrough Creativity 	<p>Leadership and Supervisory Skills</p> <ul style="list-style-type: none"> • Adapting Your Leadership Style • Employee Engagement
<p>Communication</p> <ul style="list-style-type: none"> • Learning to Listen • Influencing with Assertive Communication 	<p>Performance Management</p> <ul style="list-style-type: none"> • Performance Management Through 5 Key Conversations • Remarkable Performance Development • Introduction to Performance Management
<p>Emotional Intelligence</p> <ul style="list-style-type: none"> • Emotional Intelligence for Individual and Organisational success 	<p>Conflict & Stress Management</p> <ul style="list-style-type: none"> • Strategies to Deal with Conflict • Stress Management • Anger Management • Managing Difficult Behaviours • Conflict Resolution
<p>Personal Development</p> <ul style="list-style-type: none"> • Build Better Work Habits: Time Management • Presentation Skills • Train the Trainer • Brainstorming Techniques • Interview Skills 	<p>Team Building</p> <ul style="list-style-type: none"> • Team Effectiveness Profile • Jungle Escape Game • Tall Ships
<p>Customer Service</p> <ul style="list-style-type: none"> • Becoming A Customer Service Star • Delivering Exceptional Phone Service 	



<p>Group Virtual Training (Zoom)</p> <ul style="list-style-type: none"> • Developing Resilience • Planning For Change • Leadership • Time Management • Stress Management • Emotional Intelligence • Remote Work • Psychological Safety • Happiness/Well-Being • Career Development • Leading Through Uncertainty • Coaching for Team Happiness @ Work • Choose Happiness @ Work for Success 	<p>One-on-one Virtual Training (Zoom)</p> <ul style="list-style-type: none"> • Transformational Coaching • Leadership Coaching • Time Management Coaching • Stress Management Coaching • Emotional Intelligence Coaching • Remote Work Coaching • Psychological Safety Coaching • Happiness/Well-Being Coaching • Career Development Coaching • Work/Social/Personal Related Issues Coaching • Coaching For Happiness
<p>Technical Workshops</p> <ul style="list-style-type: none"> • The Workers' Rights Act 2019 - Made Simple • Contract of Employment - Do's and Don'ts • Employment Relations Act 2008 - Made Simple • Labour Law Masterclass • Labour Law Masterclass Updates • Introduction to Reward Management and Salary Benchmarking • Excel Skills for Compensation Specialists 	



Choose Happiness @ Work For Success

Research shows the link between an engaged and happy workforce 😊 and improved business performance. There is more and more evidence through research and practice that what organizations want like high customer satisfaction, innovative products, profitability and growth comes from the most important asset you can nurture— engagement and happiness at work. The engagement metric appears on business scorecards in many organizations as a critical measure of human capital performance.

Happiness is more than a by-product. It is a source of success:

- Happier employees are more productive.
- Happier employees are healthier people.
- Happier employees don't leave as often.

Introduction to “Choose Happiness at Work for Success” Seminar

Join the next ongoing session and learn the latest development in the science of happiness and how it can help increase productivity and creativity, boost engagement, build strong teams that solve problems quickly to focus on the overall growth of their company.



Learning Outcomes

- Define Happiness and Happiness @ Work
- Discover the 5 perspectives of Happiness
- Understand the benefits of having happy employees at work
- Identify opportunities for creating a happier workplace
- Recognize the challenges facing our pursuit of happiness
- Understand the key success factors for enabling change
- Acquire a framework and tools that can be used to enhance Happiness @ Work

Audience

Executives, Managers,
Team Leaders, HR
professionals, anyone and
everyone!

Duration

3 hours



Happiness at Work Workshop

This happiness at work training workshop teaches participants how to redesign tasks, responsibilities and working conditions to support greater job fulfilment and discover the behaviours that supervisors and senior leadership can exhibit to build organizational trust. This workshop is designed to create a fun and stimulating environment.

The Happiness Factory: Creating and Maintaining an Environment That Fosters Employee Happiness takes the concept of a manufacturing facility and uses it as an analogy for the production of happiness. Participants move through a series of factory "stations" including a reception area, break room, factory floor, supervisor's office, and executive suite—each metaphorically representing a facet of the workplace where organizations can foster the conditions that lead to increased levels of engagement (and ultimately, happiness).

Learning Outcomes

- Explore the theory and science of happiness at work.
- Identify facets of the work environment where employee engagement can be positively affected.
- Explore strategies for helping employees to feel connected to the organizational culture.
- Discover techniques for finding greater fulfilment and enjoyment in individual responsibilities and working conditions.
- Recognize the supervisory behaviours that have a direct impact on engagement.
- Examine key concepts for building employees' trust and confidence in senior leadership.



Audience

This workshop is aimed at people who have the desire and authority to influence their environment, colleagues, and the employees they supervise (if applicable) in order to create a happier workplace with more engaged employees.

Duration

1 day



Wellness

Workplace wellness is about organisations and individuals taking a proactive approach to ensuring the health and wellbeing of their workforce. By focusing on the wellness of employees, organisations can help prevent issues with mental and physical health, reducing stress levels and absenteeism and ultimately improving performance. Raising awareness will help encourage people to take responsibility for their own health and wellbeing.

Wellness is an active process through which people become aware of, and make choices toward, a more successful existence. This training course is aimed at helping participants tap into this approach, raising their awareness of wellness issues and encouraging improvement in the mental and physical health of themselves and those around them. Ultimately, this training course will help employees to focus on the positive improvements they can make to their daily life in order to increase their health and wellness.

Learning Outcomes

- Define wellness and its importance in the workplace
- Practice rational and positive thinking
- Apply the six dimensions of wellness
- Explain the importance of work-life balance
- Describe the business case for wellness.



Audience

Anyone that needs to develop a heightened awareness of workplace wellness for both the organisation and themselves.

Duration

1 day



Developing Resilience

Resilience is now recognised as a very important competence to demonstrate in the workplace. In the increasingly complex context of today's working environment, the resilience of individuals, and organisations becomes critical for business success.

Developing resilience means overcoming and developing from workplace setbacks. It allows an individual to focus on their own wellbeing by taking a positive mindset and avoiding getting overwhelmed by issues when they arise. The aim is to be able to bounce back from adversity and accept the challenges that the workplace can bring. We all have the ability to develop personal resilience and this training course aims to help participants tap into the skills required.



Audience

Suitable for all employees.

Duration

1 day

Learning Outcomes

- Define resilience and explain its importance
- Differentiate between positive and negative thinking
- Challenge the way they think
- Use tools that help them build resilience
- Develop key Emotional Intelligence skills
- Help others to build resilience.



Breakthrough Creativity

Creativity is a skill that everyone has to some degree. Truly creative people think of valuable and practical ways of doing things, and they solve problems on a regular basis by employing creative thought. That is the kind of creativity that is exceedingly helpful in business and an incredible transferable skill for anyone who can master it.

It's not IF you're creative - It's HOW you're creative.

What do you picture when you envision someone who is creative? Perhaps an artist or inventor? Sure, these people are visibly creative. But the fact is that everyone is creative. Just as there are multiple styles of intelligence, there are multiple styles of creativity that produce different yet equally valuable results.

Organizations that integrate creativity into their DNA can achieve significant benefits, including better team performance, increased flexibility, greater retention rates, creative problem solving - and a competitive advantage in the marketplace.

This workshop challenges individuals and teams to take action and develop a stronger sense of creative talent. Based on Carl Jung's well-known personality theory, participants identifies dominant and auxiliary preferences from eight creative styles: Adventurer, Diplomat, Explorer, Inventor, Navigator, Pilot, Poet, and Visionary.

Learning Outcomes

- Understand creativity and the impact of creative talent differences
- Identify one's creative talents and recognize the contributions of each style
- Improve problem-solving and inventive thinking capabilities
- Assess team member creative talents and construct a team profile
- Create an action plan for individuals and teams to become more creative.



Audience

Suitable for all employees.

Duration

½ day



Leadership and Supervisory Skills

Great leadership in an organization is essential. But it can be hard to come by. Studies show that 40 percent of new leaders fail within the first 18 months. The good news is that leadership failure can be predicted and prevented when managers are given the right resources.

Supervisors are the vital link between an organization and its work groups. They need to have key skills and proficiencies to set the tone for the workplace. If someone is a good supervisor, they can perform their job more efficiently and gain more respect from their peers and subordinates.

Strong Leadership is critical for successful organisations. If a company has a strong leadership team, it is more likely to meet goals, empower its employees, motivate its teams, and ensure future growth.

Adapting Your Leadership Style

It's important to adopt the qualities of an effective leader and communicate more constructively with your team – and you can do this by adjusting your behavioural style to meet the needs of employees. This virtual instructor-led training event will provide you with the tools you need to be able to facilitate meetings smoothly, engage in constructive one-on-one conversations and, ultimately, build rapport among colleagues. This three hour-program offers workplace tips, self-assessment exercises, real-life scenarios, practice activities, and more.



Audience

Managers, Supervisors, and Leaders

Duration

½ day

Learning Outcomes

- How to identify the qualities of an effective leader
- To make the mental shift from individual productivity to influencing others
- To recognize style differences in others and cater to their preferences
- How to build rapport using verbal and nonverbal messages
- How to conduct constructive one-on-ones and meetings
- Positive and negative feedback to different styles
- How to develop individual motivation approaches for employees



Employee Engagement

Employee engagement is a necessary strategy for companies that want to succeed in the marketplace. Employee engagement is not an HR initiative that managers are reminded to do once a year. It is a key strategic driver of employee performance, accomplishment, and continuous improvement all year long. It is the outcome of how your organisation interacts with people to drive business results.

This training course will ultimately help participants to engage and enthuse their team, creating a motivated workforce that wants to succeed. Participants will better able to:

- Understand the importance of employee engagement and the key part it plays in business success.
- Apply tactics that motivate and engage employees, creating advocates for the business.
- Achieve a working environment that encourages employees to excel at work activities.
- Ensure talent retention by creating positive working relationships.
- Develop a strategy for employee engagement success.
- Prevent activities that cause disengagement and disgruntled workers.

Learning Outcomes

- Define and recognise employee engagement
- Design jobs to motivate and engage
- Create an engaging work environment
- Retain your talent
- Use employee engagement strategies
- Prevent disengagement.



Audience

Anyone that works in a management or leadership role.

Duration

2 days

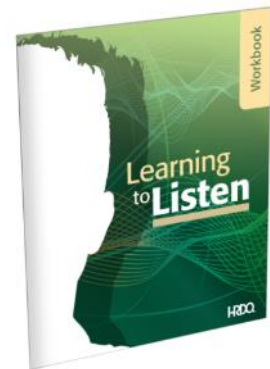


Communication

Excellent communication is an essential part of a collaborative, efficient, and successful organization. If communication is not clear and persuasive between managers and employees, and between employees and customers, then other vital goals are forever out of reach. Say goodbye to your aspirations for successful leadership, teamwork, customer service, or even the ability to execute a coherent business strategy.

Learning to Listen

With a focus on both visible and invisible aspects of listening behaviour, Learning to Listen evaluates current skill level, shows individuals how to take an active role in the listening process, and then provides ample opportunities for practice and development. The result is employees who are well equipped to handle customer complaints, negotiate contracts, perform as team members, and lead departments. And that translates into a competitive advantage for your organization.



Learning Outcomes

- Determine listening effectiveness in three dimensions
- Explore the visible and invisible aspects of listening
- Learn what it takes both physically and mentally to listen
- Understand common barriers to effective listening
- Create a plan to put new skills into immediate action

Audience

All individuals. It's especially useful for supervisors, managers, customer service representatives, sales professionals, consultants, negotiators, and anyone who spends a significant amount of time in a listening role.

Duration

½ Day

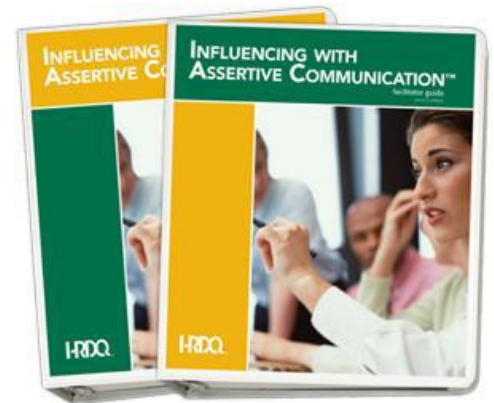


Influencing with Assertive Communication

From resolving misunderstandings with teammates to negotiating the terms of a contract, we're all faced with the need to influence others. But mastering the skill of assertive communication takes time and practice. Influencing with Assertive Communication is a one-day program aimed at developing the skills individuals need to express themselves directly and honestly, while preserving relationships and respecting the rights of others.

Learning Outcomes

- Experience the costs and benefits of different influence styles
- Identify personal influence style
- Discover why an assertive communication style is most effective
- Understand the ASERT communication process
- Learn strategies for analysing situations and stating your position
- Evaluate the importance of non-verbal communication and its impact
- Explore strategies for handling feedback
- Practice techniques used by assertive communicators
- Master the ASERT communication process.



Audience

Professionals, team leaders, supervisors and managers

Duration

2 Days



Performance Management

A company is only as good as the talent behind it. Performance management is extremely important, as the act of consistently and accurately evaluating employee performance is essential to both individual success and the overall success of an organization. Performance Management is a process for establishing a shared workforce understanding about what needs to be achieved. It's about aligning the organizational objectives with the employees' skills, competency requirements, development plans and the delivery of results.

Performance Management Through 5 Key Conversations

Manage the development of high-performing employees through collaborative and constructive dialogue. By engaging employees daily in meaningful, performance-related conversations, managers build relationships and get results in a less awkward, more productive atmosphere.

Performance Management Through 5 Key Conversations is designed to help managers identify their skill level in engaging employees in five key types of performance-related conversations. The instrument allows managers to create a profile of skill level in each of the 5 Key Conversations (comparing self-assessment# with peer feedback), providing insight on the areas for improvement.



Learning Outcomes

- Identify conversational areas in need of development
- Compare perceptions with valuable feedback from direct reports
- Develop vital performance-related conversational skills

Audience

Managers, and anyone who conducts performance evaluations.

Duration

½ day



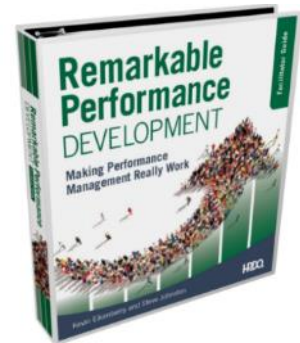
Remarkable Performance Development

The ideas and practices shared in this program are applicable no matter your organization's current approach. The tools and techniques provided allow leaders to make significant and important change within the confines of existing systems, offering ways to implement a proven and reliable process for ongoing, improved performance that has real results.

Remarkable Performance Development is the foundation to changing the mindset, language, and, most importantly, behaviours of leaders so that real performance development can occur whatever the current or future performance management process might be in your organization.

Some organizations have tested and adopted new processes, but most, in the end, limp along, knowing they want to make the performance management process better, but lack the resources and political capital to change it.

The good news is that the ideas and practices shared in this program are applicable no matter your organization's current approach. The tools and techniques provided allow leaders to make significant and important change within the confines of existing systems, offering ways to implement a proven and reliable process for ongoing, improved performance that has real results.



Audience

Managers, and anyone involved in performance management.

Duration

2 days

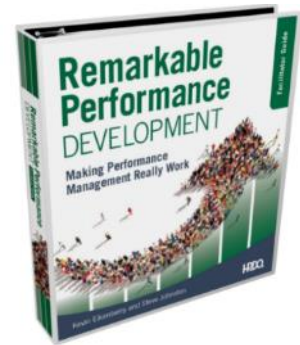


Introduction to Performance Management

This training will help participants understand the concept of performance management and develop their performance management skills.

Learning Outcomes:

- Introduction to Performance Management
- The Performance Management Cycle
- Performance Appraisal Meetings
- Evaluation Criteria
- Perception of Managers and Employees
- Strengths and Weaknesses
- Appraisal Process
- What is an appraisal?
- Benefits of an effective appraisal
- Preparation for an appraisal
- Practical Considerations Measurement
- Skills Practice
- Feedback & Coaching
- Communication
- SMART Objectives
- Appraisal Forms
- Training & Development



Audience

Managers, and anyone involves in performance management.

Duration

2 days



Emotional Intelligence

Emotional Intelligence (EQ) is the ability to comprehend your emotions and manage them effectively. People who can control their emotions well and use their emotions to connect with others are often successful in the workplace.

Emotional Intelligence for Individual and Organisational success.

This Emotional Intelligence Skills development workshop is designed for management development training. Adult emotional intelligence is measured on five scales:

Perceiving: The ability to accurately recognize, attend to, and understand emotion.

Managing: The ability to effectively manage, control, and express emotion.

Decision Making: The application of emotion to manage change and solve problems.

Achieving: The ability to generate the necessary emotions to self-motivate in the pursuit of realistic and meaningful objectives.

Influencing: The ability to recognize, manage, and evoke emotion within oneself and others to promote change.

It provides a framework for discussion and growth. From new hires to senior managers, this tool can help anyone develop their emotional intelligence and improve their performance. It's more than a measure of potential and performance; it's a tool for true personal development.



Audience

Individuals at all levels

Duration

1 day

Learning Outcomes

- Discover the major components of emotional intelligence
- Recognize the behaviours and characteristics of an emotionally intelligent person
- Identify areas where emotional intelligence skills can be applied
- Evaluate personal strengths and growth opportunities
- Generate action steps to improve emotional intelligence and success



Conflict & Stress Management

Workplace stress costs employers billion per year in absenteeism, lower productivity, staff turnover, workers' compensation, medical insurance and other stress-related expenses. Considering this, stress management may be your organization's most important challenge of the 21st century.

Strategies to Deal with Conflict

This workshop helps participants improve their individual's ability to successfully handle conflict scenarios in the workplace. Based on more than 35 years of research, participants explore five different strategies: integrating, compromising, competing, smoothing, and avoiding. Most importantly, the Conflict Strategies Inventory accurately identifies one's typical reaction to conflict, examines the potential outcomes associated with each strategy, encourages the use of more effective tactics, and provides skill practice in resolving day-to-day issues. These workplace scenarios for managers offer helpful tips and tricks for dealing with conflict, and are especially useful for training the millennial generation.



Audience

from frontline employees to team members and managers

Duration

½ day

Learning Outcomes

- Pinpoint one's preferred strategy for managing conflict
- Discover the five different ways people respond to conflict
- Understand how and when to utilize the integrating strategy
- Learn and practice when to use alternative strategies
- Create a development plan to put the learning into action



Stress Management

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This one-day workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day. The course covers the following aspects:

- Defining Stress and How it affects us
- What is Stress about?
- Building a solid foundation
- Mental Strategies
- Stress at Work
- Time Management tips
- Stress at Home
- Drainers and Fillers.



Audience

Managers, Team Leaders,
Executives, Employees,
Supervisors.

Duration

1 day

Learning Outcomes

- Understand that stress is an unavoidable part of everybody's life
- Recognize the symptoms that tell you when you have chronic stress overload
- Change the situations and actions that can be changed
- Deal better with situations and actions that can't be changed
- Create an action plan for work, home, and play to help reduce and manage stress



Anger Management

Anger is a completely normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems; problems at work, in your personal relationships, and in the overall quality of your life. It can also make you feel as though you're at the mercy of an unpredictable and powerful emotion.

These Anger Management training course has been developed to help participants understand and identify anger. They will learn the psychology of anger and explore and understand their own. It will also provide them with tools and techniques to safely manage their stress levels and avoid triggers that can cause feelings of anger.

They will better understand anger and instigate changes for the long-term benefit of both themselves and their organisation. The training course will also help participants manage their emotions and use positive self-talk to improve their relationships and how they interact with the world around them.

Learning Outcomes

- Understand the physiology of anger and identify triggers
- Use cognitive restructuring and self-talk to help manage anger
- Develop better lifestyle choices
- Practice relaxation techniques
- Complete a thought record.



Audience

Anyone that wants to understand anger in more detail and learn to control their emotions and those of people around them.

Duration

1 day



Managing Difficult Behaviours

The modern work environment places many demands on the Manager, not least the need to treat 'difficult' employees with the same care and respect afforded to those who are less demanding. Recognising and understanding the cause or causes of this behaviour, and the Manager's self-awareness of their own behaviour and its impact, are vital in the fight to create a working environment where everyone is treated equally and are afforded the same opportunities.

This managing difficult behaviours training course will provide participants with both the knowledge to appreciate the reasoning behind what we might consider difficult behaviour as well as the communication tools to manage and overcome difficult behaviours in the workplace.

Learning Outcomes

- Identify the root causes of tension in the workplace
- Recognise common triggers and inhibitors of behaviour
- Appreciate the Stimulus-Response model and how to adapt to it
- Explain the attitude and behaviour cycle and relate it to your own experience
- Understand and apply behaviours for defusing/calming situations.



Audience

Managers and anyone who have to deal with 'difficult' behaviours or be placed in situations where they have to influence and adapt to other people.

Duration

1 day



Conflict Resolution

Learning Outcomes

- Understand what conflict is and how it can escalate.
- Understand the types of conflict and the stages of conflict.
- Recognize the most common conflict resolution styles and when to use them.
- Increase positive information flow through non-verbal and verbal communication skills.
- Develop effective techniques for intervention strategies.
- Become more confident in their ability to manage conflicts (which will result in enhanced productivity and performance).



Audience

Managers and anyone who has to deal with conflict situations

Duration

1 day



People Effectiveness

Build Better Work Habits: Time Management

A simple glance at the desks of various workers reveals different organizational and time management practices that individuals have adapted to their personality. Personality preferences have an impact on how individuals successfully manage their time. Different approaches to time management are equally effective and neither approach is better than the other.

In this time management training course, you will learn how to increase your personal effectiveness by using management techniques that fit your personality. You will apply time-saving techniques, learn ways to overcome procrastination and find out a variety of methods to living a balanced life.

Learning Outcomes

- Understand the relationship between time-management style and personality preferences
- Assess your time-management style
- Outline traditional time-management steps
- Recognize the causes of procrastination
- Apply time-saving techniques
- Determine when tasks can be automated
- Utilize the priority matrix
- Identify the priorities and boundaries of your job



Audience

Anyone that needs to increase their personal effectiveness through time management

Duration

2 days



Presentation Skills

Speaking in front of others can be a confusing and even terrifying experience for many people. So how can you successfully train your participants, even those with no prior experience, to effectively prepare and deliver presentations?



Key topics are:

- Influences on the relevant literature on presentation skills
- 6 questions of the presentation skills model
- Preparing and delivering presentation
- Skills Practice
- Sales Presentations
- Motivational Speeches
- Coaching and Training sessions
- Information Briefings
- Entertainment
- Skills Practice

Audience

Anyone who is called upon to prepare and deliver presentations.

Duration

1 day

Learning Outcomes

- Identify and set presentation objectives
- Discover how to analyze and involve the audience
- Learn how to design and display effective visual aids
- Practice staging presentations



Train the Trainer

People who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development. This three-day course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace. The course covers the following aspects:

- Defining a successful training program/trainer
- Adult learning and the learning process
- Principles of adult learning
- Style assessment, including introvert/extrovert analysis
- Applying the learning cycle
- The training process (planning training, choosing methods, designing learning sequences)
- Adding games
- Setting the climate
- Presentation skills
- Dealing with difficult trainees
- On-the-job training
- Evaluation techniques
- Mock training presentations for peer review



Audience

Team
Leaders/Managers/Employees/Supervisors

Duration

3 days

Learning Outcomes

- Recognize the importance of considering the participants and their training needs, including the different learning styles and adult learning principles.
- Know how to write objectives and evaluate whether these objectives have been met at the end of a training session.
- Develop an effective training style, using appropriate training aids and techniques.
- Conduct a short group training session that incorporates these training concepts.



Brainstorming Techniques

This training course, 'Brainstorming Techniques' cover the basics of brainstorming and then go on to look at a number of different yet highly effective techniques that can be employed.

Brainstorming is probably the most well known and most widely used method for bringing groups of people together to generate ideas about an issue or problem. This is because it a good way to gather a lot of ideas very quickly. It is also a great way of bringing people together and helping to build them as a team. Just imagine the effect on the team and its morale if ideas that they generate are actually used. There is no doubt that people are more likely buy-in to the ideas that they came up with themselves.

Although brainstorming is widely used for decision making, it is not always handled very well. If that is the case it can have the opposite effect to the one that is intended. Rather than creating ideas it can stifle them and rather than motivating people it demotivates them.

This highly interactive course will help learners to make the most of brainstorming sessions and also provides alternative techniques to enliven any session that is beginning to flag.

Learning Outcomes

- Facilitate or take part in brainstorming sessions in an effective way by following some simple guidelines
- Build on the ideas of other participants whilst not critiquing these prematurely
- Identify and use different brainstorming techniques that will have an effective approach for almost any situation.



Audience

Anyone who facilitates or takes part in brainstorming sessions and can be used by organisational teams to develop their problem-solving abilities.

Duration

1 day



Interview Skills

This interview skills training course will help participants to develop their selection interviewing techniques by making use of our effective PRICE structure and Question Plan. They will also develop many of the skills and techniques that will help them to use the structure effectively.

The selection of new employees can be a long drawn out and expensive process. This means that we must do everything we can to ensure that when we do make a decision, we choose the right person. Having gone to all the trouble of working through a selection process there is nothing worse than taking on a new employee who turns out to be unsuitable.

A robust selection process will minimise the risk of this happening and, of course, effective interviewing needs to be part of that. If you handle selection interviewing in a logical, structured and professional way the risk of choosing the wrong person is much smaller.

This interview skills training course concentrates on competence based interviewing skills. This is sometimes described as behavioural, situational or job-related interviewing.

Learning Outcomes

- Take a logical approach to selection interviewing using the PRICE structure and Question Plan
- Prepare effectively for selection interviews
- Build and maintain appropriate rapport with candidates
- Conduct selection interviews effectively and professionally
- Manage the expectations of candidates when closing selection interviews
- Evaluate the interview to help select the best possible candidate.



Audience

Anyone involved in the selection interviews.

Duration

2 days



Team Building

Team building is an essential task for all organizations. It can be a challenge to build a team from the ground up or help a team work better together, but it's necessary as everyone is working toward the same goal: company success.

TEAM BUILDING

Team Effectiveness Profile

The Team Effectiveness Profile (TEP) is a workshop designed to assist groups in improving their output and work satisfaction. Under normal circumstances, issues that block a group's effectiveness may not be apparent. Issues that remain undisclosed can drain a group's energy and undermine its productive efforts. The TEP was developed to help groups systematically identify these issues. TEP assists teams to identify potential blockages to performance by measuring the extent to which teams engage in five categories of team effectiveness:

- Mission, vision and goals
- Team roles
- Operating processes
- Interpersonal relationships
- Inter-team relationships

Learning Outcomes

- Identify issues that block effectiveness
- Reduce or eliminate problems that can drain a group's energy
- Maximize the group's productive efforts



Audience

Team members at all levels

Duration

½ day



TEAM BUILDING

Our interactive team building games make learning fun, and are a powerful way to develop key skills to succeed in the workplace. These experiential teamwork games are the best catalyst for adult learning. Your audience won't be sitting in their seats - they'll be in action, on an out-of-the-ordinary adventure that promotes cooperation and competition.

Our corporate team building activities combine proven theory with hands-on experience to explore relevant topics such as communication, teamwork, leadership, and more. Any team in any organization can benefit from the power of these team building games, so give your organization an edge over the competition:

Jungle Escape Game

Jungle Escape is an engaging plane crash team building scenario that improves teamwork and group process skills such as problem solving and decision making.

Fully immersed in a survival scenario, teams are challenged to work together to build a make shift helicopter with only limited parts and each other. Jungle Escape's hands-on design enables players to discover and practice critical group-process skills such as team planning, problem solving, decision making, and conflict resolution. Before they know it, they've experienced first-hand the differences between a cohesive team and one that's fragmented or divergent. Participants will accomplish all of this through one of our best team building games.



Audience

Team members at all levels

Duration

½ day

Learning Outcomes

- Understand the difference between cohesive, fragmented, and divergent teams
- Learn and practice the nine elements of effective teamwork
- Experience vital group-process skills
- Demonstrate the balance between planning and implementation
- Recognize the impact of individual behaviour on group productivity
- Establish action-planning steps for improved team performance



TEAM BUILDING

MARS SURFACE ROVER

A Powerful Vehicle for Team and Leader Training.



PRODUCT TYPE
Game

OBJECTIVE
To illustrate the differences
between groups and teams

TIME REQUIRED
1.5-2 hours

CLIENTS SAY...

"Our session with Mars Surface Rover Team Edition was very successful! Mars demonstrates the problems that arise when people work independently and, because we are trying to build teams, it provided excellent learning opportunities and practical takeaways. I will definitely keep HRDQ in mind when we need these kinds of activities in the future."

BOB GERARD
People Enablement Director
Accenture

TEAM EDITION

Matthew P. Eckler

Introduce basic teamwork concepts such as interdependence, common goals, continuing interaction, valuing diversity, and creating a supportive environment with the **Team Edition**. First, participants work independently — each performing a confidential task for building a prototype astronaut vehicle. Then they complete the vehicle as a team, discussing ideas and sharing their individual expertise. Finally, participants evaluate and discuss 3 key elements of teamwork.

LEARNING OUTCOMES

- Recognize the distinction between a team and a group
- Understand how teammates' responsibilities are interdependent
- Realize the importance of continual communication within the team



TEAM BUILDING

Tall Ships

Tall Ships is a highly engaging experiential exercise - a learning game - that challenges teams to race against the clock (and other teams) to build the tallest ship mast at the lowest cost. Players not only learn the skills behind the seven factors that research demonstrates are most critical to effective team performance; they actually practice them too. In shorthand, those factors are the "Seven C's": Clarity, Capability, Collaboration, Commitment, Communication, Continuous Improvement, and Creativity.



Learning Outcomes

- Learn and practice the seven factors critical to effective teamwork
- Explore strategies to improve team performance
- Identify and apply actions to real-life team situations

Audience

Team members at all levels

Duration

½ day



Customer Service

Today's customers want service that is faster, better, cheaper, and more thorough. But you need to know if your organization is prepared to meet that challenge. Can you say with confidence that your organization's customer service is exceptional—and do employees know the difference between internal and external customer service? These skills are what set extraordinary companies apart.

Becoming A Customer Service Star

Don't just talk about providing better customer service – make it a reality!

Becoming a Customer Service Star helps both employees and managers examine their attitudes about customer service in five critical areas:

- Having a positive attitude toward customers
- Encouraging customer feedback
- Responding to customer problems
- Developing repeat relationships
- Seeking to exceed customer expectations

Learning Outcomes

- Create a profile of individual customer service strengths and weaknesses
- Recognize the opportunities to improve customer service and retention
- Identify an individual action plan to enhance service in the five key areas



Audience

Anyone involved in customer service

Duration

½ day



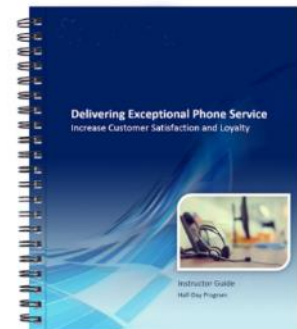
Delivering Exceptional Phone Service

As the first (and sometimes only) direct person of contact customers have with an organization, serving as a customer service representative is a very important role to fulfil. When service reps interact with customers, they are the face of the organization and so it is important that they know how to effectively communicate with customers (especially if you want your customers to keep coming back!)

Delivering Exceptional Phone Service is all about helping service reps to build the skills they need to meet customer's needs the best they can and to ensure customers feel heard and valued by your organization. The program is rich with partner and group role-play opportunities with realistic customer service examples that facilitate participants' ability to implement newfound skills post-workshop.

Learning Outcomes

- Actively listen to customers so that they feel heard and understood.
- Speak clearly so that customers can easily understand you.
- Convey an attitude of service during each stage of a call.
- Remain calm and professional when dealing with difficult situations.
- Know when to say no to customers' requests and how to do so in a positive way.



Audience

Anyone involved in phone service

Duration

½ day



Group Virtual Training (Zoom)

Developing Resilience

Resilience is now recognised as a very important competence to demonstrate in the workplace. In the increasingly complex context of today's working environment, the resilience of individuals, and organisations becomes critical for business success.

Developing resilience means overcoming and developing from workplace setbacks. It allows an individual to focus on their own wellbeing by taking a positive mindset and avoiding getting overwhelmed by issues when they arise. The aim is to be able to bounce back from adversity and accept the challenges that the workplace can bring. We all have the ability to develop personal resilience and this training course aims to help participants tap into the skills required.



Audience

Suitable for all employees.

Duration

8 hours (4 sessions of 2 hours each)

Learning Outcomes

- Define resilience and explain its importance
- Differentiate between positive and negative thinking
- Challenge the way they think
- Use tools that help them build resilience
- Develop key Emotional Intelligence skills
- Help others to build resilience.



Planning For Change

As organisations are going through this unprecedented time and transformations to a new normal, business survival and flourishing depend even more on employees' ability to deal with change effectively. Employee reactions often determines whether the change is a success or not and the role of leaders is critical to help employees go through the change process and transform their organisation to this new normal.

The techniques and skills taught in this course will help participants to better understand their own and people's responses to change. They will develop their ability to communicate and plan change more effectively and help ensure a smooth transition by dealing with emotions and creating a sense of purpose.

Learning Outcomes

- Recognise their own journey through change and how they have adapted to different situations
- Demonstrate practical methods of delivering a change message
- Prepare a message for teams using a standard process to engage and empathise with their staff
- Explain a simple change model that will help them move people through the various stages of change
- Identify action steps one can take to embrace and foster change



Audience

Suitable for all employees.

Duration

8 hours (4 sessions of 2 hours each)



Stress Management

The objective of this course is to help participants identify the causes and effects of stress and to assist them in developing the skills required to manage stress in their own life.



Learning Outcomes

- Define Stress and the effect it has on the body
- Use specific relaxation techniques to overcome stress
- Follow a model for coping with stress
- Identify methods of avoiding stress where possible
- Reduce their own stress by following clear techniques

Audience

Suitable for all employees.

Duration

8 hours (4 sessions of 2 hours each)



Leading Through Uncertainty

The objective of this course is to help participants to navigate turbulent times and rethink risk beyond its usual parameters.

Learning Outcomes

- Identify the challenges of leading in a VUCA world (volatile, uncertain, complex, ambiguous).
- Develop personal resilience and be able to focus on working in ambiguous situations with vigour.
- understand how to motivate, develop and support teams to success through uncertain times.



Audience

Suitable for all employees.

Duration

8 hours (4 sessions of 2 hours each)



Coaching for Team Happiness @ Work

Learning Outcomes

- The participant will be able to discover what happiness is.
- The participant will be able to understand the link between happiness and productivity at work.
- The participant will be able to gain knowledge on how to use happiness to benefit the work environment and on a personal basis (at individual and organizational level).



Audience

Suitable for all employees.

Duration

2 hours



Choose Happiness @ Work for Success

Learning Outcomes

- The participant will be able to define happiness, happiness @ work and discover the 5 perspectives of happiness.
- The participant will be able to understand the benefits of having happy employees at work and identify opportunities for creating a happier workplace.
- The participant will be able to recognise the challenges facing our pursuit of happiness and acquire a framework that can be used to enhance happiness @ work.



Audience

Suitable for all employees.

Duration

3 hours



One-on-one Virtual Training (Zoom)

Transformational Coaching

Are you looking for ways to experience a change that is deep and sustainable in nature? Transformative Coaching integrates the science of positive psychology and it is an evocative inside-out approach to inspire positive and authentic change.

Transformational coaching is an investment – in yourself, in your career and in the happiness of your future.



Learning Outcomes

- Determine the purpose and desired outcome of the coaching conversation
- Explore your 'now state'
- Expand your awareness of the situation to determine the real challenges, issues, barriers and concerns
- Identify customized forward actions to be taken to achieve the desired objectives
- Determine the milestones for follow up
- Set up accountability

Audience

Suitable for all employees.

Duration

5 hours (5 sessions of 1 hour each)



Coaching For Happiness

Learning Outcomes

- The participant will be able to discover what happiness is.
- The participant will be able to understand the link between happiness and productivity at work.
- The participant will be able to gain knowledge on how to use happiness to benefit the work environment and on a personal basis (at individual and organizational level).



Audience

Suitable for all employees.

Duration

2 hours



Technical Workshops

The Workers' Rights Act 2019 - Made Simple

The objective of this training course is to provide a simplified but in-depth understanding of The Workers' Rights Act 2019 and its practical use and applications as part of the Mauritian legal framework.

During this seminar, participants will learn about the major changes in relation to The Workers' Rights Act (WRA) 2019. Moreover, the COVID-19 (Miscellaneous Provisions) Act 2020 amended the WRA 2019. This seminar will also explain to its audience the changes that happened.

Furthermore, a second set of amendments was made to the WRA 2019 with the passing of the Finance (Miscellaneous Provisions) Act 2020. This seminar will also cover these changes. It is vital that you understand the WRA 2019 so that you can make informed business decisions and by attending this workshop, you will gain the knowledge to do just that.

Learning Outcomes

The participant will be able to learn:

- The changes in the Mauritian employment laws following the introduction of the WRA 2019 and post the COVID-19 pandemic.
- Transition from the Employment Rights Act (ERA) 2008 to The Workers' Rights Act 2019 (ERA has now been repealed).
- New Provisions and their interpretations in The Workers' Rights Act 2019
- Exceptions of Sections and Parts that apply to all employees
- Responsibility of Employers and Employees



Audience

HR Managers, Managers, Team leaders, HR Professionals and anyone who requires a hand-on knowledge and experience of the Workers' Rights Act 2019 in the performance of their duties.

Duration

8 hours



Contract of Employment - Do's and Don'ts

The objective of this course is to help participants understand what to do and what not to do in all matters related to contracts of employment but most importantly, how to draft effective contracts of employment.

This seminar is part of our initiative to make labour legislation simple following the success of our recent seminars on the "The Workers' Rights Act 2019 - Made Simple" and "Employment Relations Act 2008 - Made Simple"

Organisations need to ensure compliance with corporate legislations in a way that increases their competitive advantage. During this seminar, participants will learn the rights and responsibilities of an employer when drafting a contract of employment, the terms that should and should not be in a contract of employment, and contractual issues and pitfalls that may arise in different situations. Drafting effective contracts of employment can protect you and your company against some serious and unwanted situations which could have otherwise been avoided.



Audience

Executives, Managers, Team Leaders, Supervisors, HR Professionals and anyone involved in people management.

Duration

8 hours

Learning Outcomes

The participant will be able to learn about:

- Demystifying contracts of employment.
- The Do's and Don'ts of contracts of employment.
- The Types of contracts of employment.
- The Common pitfalls of contracts of employment.
- The Procedures to follow from signing a contract of employment to termination.



Employment Relations Act 2008 - Made Simple

The objective of this course is to help participants gain a better understanding of the “Employment Relations Act” which was amended in 2019 and then again in 2020 following the introduction of the “COVID-19 (Miscellaneous Provisions) Act 2020”.

During this seminar, you will learn how employers, employees and trade unions must deal with each other openly and honestly. You will also learn about the concept of good faith behavior when it comes to collective bargaining. This will improve your negotiation skills which may help avoid labour disputes or if a labour dispute were to arise in the future, enable you to achieve a strong grasp of the “Employment Relations Act” will help you know exactly where you stand, assess the situation and mitigate any potential damage by following the appropriate procedures as mentioned in the "Employment Relations Act".

Learning Outcomes

The participant will be able to:

- Have a stronger grasp of the “Employment Relations Act”, how it impacts you and your company
- Understand the EReA amendments made in 2019 and in the “COVID-19 (Miscellaneous Provisions) Act 2020
- Successfully negotiate with trade unions as an employer
- Know whether you can join or form a trade union as an employee
- Navigate labour disputes and understand the proper settlement procedures



Audience

Managers and Assistant Managers, Senior and Junior Executives, Team Leaders, Supervisors, HR Professionals and parties concerned with industrial relations.

Duration

8 hours



Labour Law Masterclass – 9 sessions

The objective of this course is to help keep businesses and HR practitioners up to date and in compliance with the ever-growing list of employment laws and regulations to protect your interests as an employer and build a strong employee-employer relationship for business success.

Nowadays, there is an increasing need for Human Resource professionals to be adept in understanding and applying labour laws so that informed decisions can be taken to strengthen the employee-employer relationship and avoid uncomfortable situations.

In the ever so complex world we live in and with the myriad of changes brought on with the introduction and amendments of so many acts in the past 3 years, it is a must for managers and professionals to attend this workshop so as to have a strong grasp of Mauritian labour laws.

Failure to comply with labour laws can lead to heavy penalties, fines as well as potential negative press and legal expenses. With employee lawsuits on the rise and HR practitioners on the front lines, it is now more critical than ever that you are armed with the information you need to protect your organization from expensive liability, so act today and join our workshop to get the training you need.



Audience

Managers, Line Managers, Team Leaders, Supervisors, Executives, HR Professionals and People new to the HR profession.

Duration

54 hours

Learning Outcomes

The participant will be able to have:

- A better understanding of the labour law legal framework in Mauritius which includes amongst others The Workers' Rights Act 2019, The Employment Relations Act 2008, The COVID-19 (Miscellaneous Provisions) Act 2020 and The Finance (Miscellaneous Provisions) Act 2021 and amendments.
- A practical understanding of case-laws and precedence of cases that have appeared before the Employment Relations Tribunal (ERT) and the Commission for Conciliation and Mediation (CCM).
- Knowledge and understanding vis-à-vis several topics such as Work Agreements, General Conditions of Employment, Entitlement to leaves, Termination of Agreement and Reduction of Workforce, Portable Retirement Gratuity Fund (PRGF), Gratuity, Pay Research Bureau, The Constitution And Administration Of Trade Unions, Collective Bargaining, Labour Disputes And Dispute Settlement, Employment Relations





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Institutions, Remuneration Regulations, The Contribution Sociale Généralisée (CSG), Policies and manuals on Employee Handbook, Disciplinary Procedures, The Occupational Safety and Health Act and the Data Protection Act.



Labour Law Masterclass Updates

The objective of this course is to help keep businesses and HR practitioners up to date and compliant with the interpretation and applicability of the various recent changes in the labour Laws and regulations.



Learning Outcomes

The participant will be able to:

- Identify the relevant Labour Laws and regulations that have been amended as a result of The Finance (Miscellaneous Provisions) Acts, other acts and regulations.
- Learn about additional sections that have been introduced in the various Labour Law Acts and regulations as a result of the introduction of The Finance (Miscellaneous Provisions) Acts, other acts and regulations.
- Gain a better grasp of The Labour Law Acts and regulations and will be updated on the changes made in The Finance Acts, any subsequent acts and regulations that will follow.

Audience

HR Professionals, Board Members, Senior Managers, Line Managers, Supervisors, Anyone involved in taking employment-related decisions

Duration

6 hours



Introduction to Reward Management and Salary Benchmarking

The objective of this workshop is to help the participants acquire the necessary skills to understand the link between business and reward strategy, manage compensation and benefits based on best practices and develop competitive pay structures.

Nowadays, job hopping is a common phenomenon. Gone are the days where employees would spend their entire career at one company. Having a good and fair reward system in place helps keep the turnover rate of a company under control as employees are happier and more loyal. Rewards such as recognition can motivate employees to work even harder and go the extra mile.

In this workshop, participants will learn about the key reward concepts and the link between business and reward strategy. They will be shown how to manage compensation and benefits based on best practices and how to design and develop grade and pay structures.



Audience

Professionals, Managers, Team Leaders, Supervisors, Executives and anyone in the HR field including compensation and benefits specialists

Learning Outcomes

The participant will be able to:

- Gain an overview of key reward concepts
- Understand the link between business and reward strategy
- Use total rewards to attract, retain and motivate employees
- Understand the total reward framework
- Manage compensation and benefits based on best practices
- Design and develop grade and pay structures
- Learn how to model pay bands to ensure external competitiveness and internal equity
- Gain insights into the importance and relevance of market data and the benchmarking process

Duration

14 hours



Excel Skills for Compensation Specialists

As a human resources compensation professional, you rely on Excel to format and analyze large amounts of data. To do this most effectively and efficiently, you need to harness the power of Excel.

Learn time-saving Excel strategies in this class developed by CAPFOR. This class will empower you with new skills to save you time – hours, even days – in your compensation work.

Learning Outcomes

The participant will be able to:

- Use Excel functions that will make their compensation work easier and more efficient.
- View demonstrations of essential Excel tasks related to HR compensation work.
- Complete hands-on practice exercises of the various formulas and functions specific to compensation work.



Audience

Professionals, Managers, Team Leaders, Supervisors, Executives and anyone in the HR field including compensation and benefits specialists

Duration

16 hours (2 days)





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Contact Us

What do you need today? What will you need tomorrow?

The best answers start with the right questions. Let's talk.

For further information, please do not hesitate to contact us at training@capfor.mu



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