

Ethics in the Workplace (1 Day)

Course Outline

I. Business Ethics

- A. Introduction to Ethics
- B. The Concept of Business Ethics
- C. Where Do Ethical Values Come From?
- D. Attitudes that Affect Ethical Values

II. Business Behaviour

- A. Business Etiquette
- B. Manners and Etiquette Make Life Less Stressful
- C. How Etiquette Benefits You
- D. Personal Image
- E. Good Work Practice
- F. Professionalism
- G. Punctuality
- H. Effective Listening
- I. Adhering to the Company's Code of Good Conduct

III. Body Language

- A. What is Body Language?
- B. Positive and Negative Body Language
- C. Proxemics
- D. What is Considered to be Sexual Harassment?
- E. The Handshake

Training Plan

Training Objectives:

1. Enhance participants' understanding ethics and ethical values in a workplace
2. Develop skills for correct business behaviour, including business etiquette, personal image and good work practice.
3. Discuss the concepts of professionalism, punctuality and adhering to the company's Code of Conduct
4. Develop skills to listen effectively
5. Learn how to use and interpret both positive and negative body language
6. Discuss sexual harassment in the workplace.

Materials and Resources:

- Case studies
- Role-Playing Scenarios
- Handouts and worksheets

Training Methodology:

- Face-to-Face Class Attendance at ENJO Consultants according to the training schedule.
- Virtual Attendance via MS Teams according to the training schedule.

ENJO Consultants (Pty) Ltd

Co Reg No: 2016/345549/07
Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543
Web: www.enjoconsultants.co.za | Email: training@enjoconsultants.co.za

Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion | Physical Address: Block 8, Central Office Park, 257 Jean Avenue, Die Hoewes, Centurion, 0157

ETDP SETA No: ETDP10602 | MICT SETA No: ACC/2015/07/0048 | QCTO QCTOSDP00180907-1302

Services SETA 07-SERVICES/SDP150722-6874 | SABPP: 58116L125EC



- Training can also be presented at the company's premises.
- Virtual Attendance via MS Teams specifically tailored for the client's staff.

Assessment and Evaluation:

- Short quizzes or knowledge checks throughout the day.
- Optional Assessments depending on the client's requirements.

This training plan aims to provide a comprehensive understanding of emotional intelligence and its practical application in a corporate setting. Adjustments can be made to tailor the course to the specific needs and goals of the corporate clients.

Certification

- Short Courses are Non-Accredited Training.
- A Certificate of Attendance will be issued after the training.

Bookings

Telephone: 012 667-1985

Email: training@enjoconsultants.co.za

ENJO Consultants (Pty) Ltd

Co Reg No: 2016/345549/07

Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543

Web: www.enjoconsultants.co.za | Email: training@enjoconsultants.co.za

Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion | Physical Address: Block 8, Central Office Park, 257 Jean Avenue, Die Hoewes, Centurion, 0157

ETDP SETA No: ETDP10602 | MICT SETA No: ACC/2015/07/0048 | QCTO QCTOSDP00180907-1302

Services SETA 07-SERVICES/SDP150722-6874 | SABPP: 58116L125EC

