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LifeLine Corporate  
A division of LifeLine Johannesburg

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## **TRAINING PROGRAMMES OFFERED BY LIFELINE CORPORATE:**

We are excited to be able to introduce LifeLine Johannesburg, and our LifeLine Corporate Training Division, to your organisation. LifeLine Corporate has a core competence in developing highly effective individuals with insightful communication and interpersonal skills; both in the private and public sectors. Our leading edge training consultants customise the interpersonal skills programmes to meet the individual demands of your organisation.

Our experienced facilitators are matched to your culture and draw on industry and corporate examples to enhance learning. Our unique **experiential participative** approach ensures personal “buy-in” and commitment to learning.

## **WHAT IS OUR APPROACH?**

Our approach is based on sound adult education principles, which focus on the inherent strengths and competencies of the individual. Our tried and tested experiential facilitation processes create a safe, informal and relaxed atmosphere. Through the practicing of skills and participative feedback process the learning has relevance and significance.

Self-awareness exercises and input are carefully tailored to match the specific needs of those participating. We are flexible and always happy to discuss, clarify or modify our programmes to meet our clients' requirements.

## **Upcoming workshop details for 2015:**

### **Assertiveness and Conflict Management:**

This workshop will focus on your own styles in communication, build effective listening and response and build skills to see the 'big picture' in communication. For most people conflict in the work place or home leaves them feeling frustrated, unheard, saddened and results in lose-lose outcomes. This workshop will focus on assertiveness skills which lead to win-win solutions. There is a focus on mastery of basic listening and communication skills, internalisation of an assertive communication style, development of conflict management skills, the examination of assertiveness issues - contrasted with aggression and submission, development and awareness of personal interactive styles, specific input on Assertiveness, Conflict Management and its communication context, greater self-awareness, transference of knowledge into the workplace and teach and practice containment skills.

**Date: 9; 16; 23 & 30 March**

**Time: 6pm – 10pm (Monday evenings)**

**Cost: R 4 000.00**

### **Resilience Building:**

Resilience Training has become a buzz word in business over the last several years and an 'umbrella' term for an individual's ability to bounce back from traumatic life events and succeed despite career instability.

Resilience training, therefore involves the development of personal awareness, honing of internal strengths and an understanding of the constancy of change. It is by nature proactive, optimistic containing a belief in personal potential.

This workshop will focus on enhancing the ability of individuals to build resilience in terms of traumatic life events and career instability. To build confidence and effective working and interpersonal skills.

**Date: 20 April**

**Time: 6pm – 10pm (Monday evening)**

**Cost: R 1 000.00**

### Dealing with difficult clients:

Many people in their day to day work encounter frustrated, angry and emotional clients, sometimes escalating to conflict making interaction difficult. This may leave individuals feeling frustrated, stressed and disempowered. In order to deal with these difficult clients, we require the skills to respond non-defensively, professionally and empathetically to the underlying messages being conveyed by the client on a case by case basis. Thus potentially unmanageable situations can be diffused and a relationship formed with the client.

The workshop offered hones listening and communication skills, creates awareness of personal reactions to difficult clients, builds effective responding and containing skills and offers opportunity for practice of skills learnt. Basic Conflict Management Skills are addressed and practiced. Stress is reduced as mastery of the situation becomes feasible and accessible and effects interaction results.

The aims of the programme are to enhance the ability to communicate with and handle difficult clients by: examining attitudes and reactions to difficult clients; developing strategies to deal with difficult clients; identifying and improving listening skills; developing basic conflict management skills; improving communication skills; developing an awareness of personal interactive styles; offering opportunities for the development of self-awareness and encouraging a relaxed atmosphere to ensure optimum learning.

**Date: 11 & 18 May**

**Time: 6pm – 10 pm (Monday evenings)**

**Cost: R 2 000.00**

### Stress and Time Management:

Individuals are often faced with great pressure, and stress levels may become extremely high. The lack of effective management of this stress may lead to the undermining of health, coping mechanisms and efficiency, both personally and professionally. The workshop offered examines present stresses, develops coping mechanisms, teaches relaxation and offers opportunities for debriefing and support. Something that often compounds stress is the misuse and mismanagement of time. Therefore with the combination of stress management tools and time management individuals will be better equipped with handling day to day stressors and become more effective workers. Core values influence our attitude to and management of time. Roadblocks to effective time management as well as personal styles will be focused upon. Participants will gain awareness

into levels of their own stress, learn distressing techniques and learn techniques to manage stress more effectively. The workshop will address lifestyle factors and give tangible techniques to be transferred into everyday life to deal with issues of stress and time management.

**Date: 1; 8 & 15 June**

**Time: 6pm – 10pm (Monday evenings)**

**Cost: R 3 000.00**

### **Leadership development:**

The workshop offered focuses on leadership and empowerment issues. It offers the participants the opportunity to explore their communication styles and skills, and offers techniques to cope more effectively with their tasks. This workshop offers insight into what it means to be a team leader and find the balance between mentorship / coaching and discipline. It will look at an assertive communication style and develop conflict management skills. It develops awareness of personal interactive styles with a focus on basic listening and communication skills. The workshop will help develop greater self-awareness and enable transference of knowledge into the workplace. Through confidence building individuals will be able to develop connections in diverse relationships. The workshop aims at up-skilling participants and providing skills to transfer to any workplace and environment.

**Date: 23 & 30 June**

**Time: 6pm – 10pm (Tuesday evenings)**

**Cost: R 2 000.00**

### **Advanced Self-awareness:**

The advanced self-awareness workshop will look at areas of personal growth and insight into one's self. Here the workshop will explore attitudes to the self and explore how participants interact with the world around them. The workshop will focus on sharing and explorations into values, internal and external frame of reference and interpretations of the world and experiences. Issues of trust, fears, empathy and self-awareness will be explored. Theory will be drawn from different experts in the field of psychology to enhance learnings and understanding.

**Date: 7; 14; 21 & 28 July**

**Time: 6pm – 10pm (Tuesday evenings)**

**Cost: R 4 000.00**

## **Listening and Communication:**

For effective relationships we need awareness of what effective communication entails and how we communicate. It is important to know our own communication styles and how we respond to others. Effective communication is achieved when we know and trust each other, communicate openly and unambiguously, accept and support each other and can manage conflicts and relationship problems constructively. Effective communication leads to positive results where as ineffective communication leads to conflict, breakdowns, and negative feelings and can be destructive. This workshop will focus on your own styles in communication, build effective listening and response and build skills to see the 'big picture' in communication.

**Date: 4; 11; 18 & 25 August**

**Time: 6pm – 10pm**

**Cost: R 4 000.00**

All workshops will be held at LifeLine Norwood.

Address: 02 The Ave Cnr Henrietta Road.

Each workshop will provide participants with written material to substantiate exercises and learnings conducted throughout the workshops.

Please enquire about our early bird specials.

Please contact: [candice@lifelinejhb.org.za](mailto:candice@lifelinejhb.org.za) / 011 728 1331

## General Corporate trainings:



### 1. Personal Effectiveness (Self-awareness and Growth)

#### Modules:

- Effective Interpersonal Communication Skills: Listening and Effective Responding;
- Assertiveness and Conflict Management;
- Dealing with Difficult Clients/People;
- Stress Management;
- Diversity Appreciation;
- Resilience and Change Management;
- Time Management and Work-Life Balance;
- Personal Growth and Awareness.

### 2. Human resource effectiveness:

#### Modules:

- Team Building;
- Basic Counselling skills;
- Types and the effects of trauma;
- Trauma response approaches.

### 3. Support and Coping Skills:

#### Interventions:

- Post training Mentoring/Coaching can be provided to embed learning's and affect long term behaviour change;
- Group debriefing's for call centre/caring professions staff (especially those dealing with sensitive/emotional cases);
- HIV/AIDS awareness and Pre and Post Test counselling.

**Each training's modules are interchangeable and can be customised for your company's requirements. The most effective training outcomes are achieved combining related training modules.**

## WHAT OTHER SERVICES DO WE OFFER?

Under the LifeLine Corporate division we offer an Employment Wellness Service (EWS/EAP). EAP's assist in managing troubled employees and ensuring business success. We offer telephone and face-to-face counselling, trauma debriefing and monitor referrals.

Among the services that LifeLine branches extend to their respective communities are:

- A 24-hour telephone counselling line;
- Face-to-face counselling;
- Rape crisis intervention;
- Trauma debriefing;
- HIV/AIDS counselling;
- Personal growth and counselling training.

## **WHERE ARE WE?**

LifeLine Johannesburg is situated in Norwood.

LifeLine Johannesburg has excellent training venue facilities. Venue hire rates are available on request.

We would be happy to meet with you to discuss your plans and needs in greater detail and to suggest ways in which we might be of assistance to you.

We look forward to hearing from you.

Yours sincerely,

Candice Cohen

LifeLine Corporate Training Manager

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## **Frequently asked questions:**



### **Q: What is meant by Emotional Intelligence?**

- Emotional Intelligence refers to a person's ability to perceive, control and evaluate emotions. The way we evaluate emotions is vital for a successful and positive work experience.

### **Q: How would my staff benefit from these trainings?**

- Most employees want to work for an emotionally intelligent manager and are more likely to stay with them during challenging and uncertain times. Employees who are emotionally intelligent are able to manage their stress, communicate and receive feedback in a positive way. These attributes contribute to a more productive employees and the overall working environment.

### **Q: Why would we choose LifeLine?**

- LifeLine has 50 years experience in teaching emotional intelligence. LifeLine focuses on experiential learning. Through this approach the participants are able to practice and integrate the skills taught. Our expert facilitators understand human behaviour and attitudes thus are able to engage with participants on an individual level.

### **Q: How long has LifeLine been running their corporate trainings?**

- Our corporate division has been in operation for 20 years and has many clients including financial services, Manufacturing and NGO clients.

### **Q: How many participants can attend the training?**

- In order to ensure all participants receive sufficient individual attention from facilitators and to ensure that group size allows for all participants to share and participate, we allow a **maximum of 16 participants** per training.

### **Q: Can we change a training to suit our own needs?**

- **YES.** We will tailor our training programmes to meet our clients' requirements.

### **Q: Do you have a venue?**

- **YES.** We have a great venue at LifeLine Johannesburg that you may use. Please ask about our venue hire rates. However we will also train at our clients' chosen venue.

### **Q: How long does the training take?**

- The training length varies, depending on the topic of the training you choose. These trainings range between 1-5 days which we can run on consecutive days or split as required.

### **Q: What is an Employee Wellness Service?**

- Our Employee Wellness Service assists in managing troubled employees and ensuring business success. We offer telephone and face-to-face counselling, trauma debriefing and monitor referrals.