



Staff Training

TRAINING

STAFF TRAINING COMPANY PROFILE | 2026

Empowerment Through Skills Development



About Us

Staff Training is a SETA accredited organisation, offering a wide range of soft skill, communications and leadership workshops throughout South Africa.

Our competent facilitators engage our delegates with a wide variety of training tools, creating in-depth and efficient approaches to everyday situations.

We also work closely with our clients to customise workshops for specific outcomes, providing comprehensive HR solutions enabling us to address the root cause of the business challenges being faced.

- **Pre-workshop Surveys** – **Measurement** of the current state
- **Classroom Learning** – Nationwide with **highly motivated** facilitators
- **Post Workshop E-Learning** – **Afterburner** courses expanding on workshop topics
- **Competency Testing** – SETA accreditation and **Skills Check** for KPI reporting
- **Online Learning** – A **continually** expanding portfolio
- **50 Days of Focus**– A **motivational tool** assisting with skills implementation
- **Post Workshop Surveys** – Assessment of **workshop knowledge** retention
- **LevelUp Coaching** – **One-on-one coaching** option for those who would like to address and build on the knowledge they gained during training.
- **PowerPath Coaching** – An **add-on to our management courses** and a powerful investment into your future leaders.

In addition, our flagship offerings include comprehensive self-mastery and leadership training using the **Enneagram**, a globally acclaimed personal growth and leadership tool. These Enneagram packages are combined with leadership, Emotional Intelligence, Self Mastery and Team Development solutions.

Staff Training is registered on the Central Supplier Database and is an EME level 4 contributor with 100% procurement recognition.



Our Vision and Values

To enable, empower and educate our learners by focusing on self-mastery, accountability and emotional intelligence. Creating a strong workforce and allowing for South African economic growth through the development of highly competent and focused leadership pipelines.

Empowerment through Skills Development

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|-------------------|--|
| Inclusive | Affordable training for all, achieved through training small and large groups |
| Knowledge | Customised, current and innovative solutions for large and small business, risk monitoring and pro-active content creation |
| Caring | Focusing on empowering our delegates by providing support and healthy challenges and inspiring self-determination and accountability |
| Relevance | Adaptation of leading global theories for the South African context and creative solution finding for today's challenges |
| Excellence | Constantly striving to improve and achieve smooth turnkey delivery through exceptional client care and user friendly processes |
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Some Recent Clients



BOMBELA



PARLIAMENT
OF THE REPUBLIC OF SOUTH AFRICA



UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA



iThemba
LABS
Laboratory for Accelerator
Based Sciences



A PLACE TO SHARPEN ONE'S SKILLS
BOITJHORISONG
RESOURCE CENTRE



GLOBAL
ADMINISTRATORS



CALGRO M3



LUXURY RETIREMENT RESORT
CENTURY CITY, CAPE TOWN



TRANSATLANTIC
medical supplies





Skills Development Facilitation



Staff Training assists with the following:

- General Skills Development Consultation
- Training Needs Analysis
- Submission of Workplace Skills Plans
- Develop, Implement and Submit to the relevant SETA*
- Submit Annual Training Reports to the relevant SETA*
- Facilitating the development and implementation of the employer's development strategy
- Advising the employer on the quality assurance requirement set by the SETA*
- Communicate SETA* initiatives, grants and benefits to the employer
- Assist with SETA Grant Applications*
- Assist with applicable Learnership Programmes*

*SETA has been undergoing some changes. Please reach out to us regarding our SETA products and services to confirm availability.



Short Courses

Services SETA Accredited

We are proudly accredited by Services SETA, offering a range of accredited courses designed to meet industry standards and client needs. The majority of our workshops align with accredited unit standards, ensuring quality and relevance for professional development. We invite you to explore our website for more details on available accredited courses or reach out directly to discuss your specific training needs. Our team is here to guide you in selecting the most suitable course or unit standard to achieve your goals.

SETA Accredited courses include, but are not limited to:

3 Day Leadership

Customer Care Training 2 days

Frontline Reception I

Minute Taking 2 days

We have various unit standards currently listed on our website under the workshops page. Please visit our website www.stafftraining.co.za to learn more or reach out to us on 0861 996 660 or info@stafftraining.co.za

Services SETA Accreditation No: 4018

SAQA Accredited Provider: 55689

***SETA Changeover to QCTO may have affected availability of some Unit Standards, please enquire before booking.**



Management & Leadership

3 Day Leadership +
Assertiveness
Adapting to Change
Basic Project Management
Coaching and Mentoring
Coaching Skills for Supervisors
Collaboration as a Management Tool
Conflict Management
Critical Thinking and Problem Solving
Delegating for Success
Developing Your Management Potential I
Developing Your Management Potential II
Developing Your Management Potential III
Enneagram and Emotional Intelligence for Leaders
Ethics in Management

Foundations of AI
Feedback as a Management Tool
How to Engage Your Team
How to Lead a Team to Productivity
How to Manage Effective Meetings
Leading Change
Managing Millennials and Gen Z
Office Management 2 Days
Personal Mastery
Resilience Training
Self-Mastery through the Enneagram
Stress and Time Management
Team Development with the Enneagram 2 Days
Women in Management
And more!

You can view our full list of management and leadership courses on www.stafftraining.co.za, or ask us to send you our full training calendar

Enneagram Workshops

3-Day Leadership

Enneagram and Emotional Intelligence for Leaders

Self Mastery Through the Enneagram

Team Development With the Enneagram - 2 Days

Enneagram and Eagala*

Coaching Packages are available:

Enneagram Group Coaching Journey & Enneagram: Insight to Action

WHAT IS THE ENNEAGRAM?

The Enneagram is a framework that helps us to understand the nine different lenses through which individuals view the world. Our individual view of the world is driven by both conscious and subconscious motivation, leading to the behaviour, self-talk, conflict handling, management and communication styles we choose to employ. It is common for us to get stuck in one lens, rather than see the value and potential of all 9 lenses that allow for better decision-making.

Understanding our own lens and recognising that of others immediately gives us additional behaviours to choose from leading to improved levels of self-mastery and interpersonal skills, bringing better results through emotionally intelligent leadership.

Studies have shown that individuals with elevated levels of emotional intelligence are up to four times more successful than their equal IQ counterparts.



* The Eagala workshop works with live horses. T&C's apply, please check availability

Emotional Intelligence, Communication and Self-Mastery

Assertiveness

Bullying in the Workplace

Business Etiquette and Professionalism

Communication Excellence

Communicating for Efficiency

Combating Digital Fatigue

Conflict and Diversity

Conflict Management

Digital Etiquette

Emotional Intelligence

Enneagram and Emotional Intelligence
for Leaders

How to Deal with Difficult Clients and
Discussions

Having Courageous Conversations

Negotiating for Profits

Personal Effectiveness, Mastery and EI

Resilience Training

Self Mastery Through the Enneagram





Customer Care & Service Levels

Assertiveness

Business Etiquette and Professionalism

Customer Care 1 and 2 days Customer
Care for Delivery Staff

Debt Collecting

Etiquette, Ethics and Customer Care

Frontline Reception I and II

Frontline for Security Staff

Frontline for Medical Practices

Frontline Service and Upselling

How to Build Rapport

How to Deal with Difficult Clients and Discussions

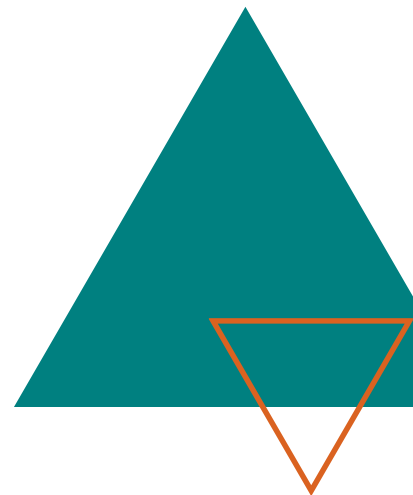
Introduction to the Business World

The Ultimate Sales Approach



Time Management & Productivity

Basic Project Management
Critical Thinking and Problem Solving
Delegating for Success
Developing Your Management Potential I
Developing Your Management Potential II
Developing Your Management Potential III
Effective Service Delivery
Foundations of AI
How to Build Your Leadership Pipeline
How to Complete Tender Documents
How to Plan Effectively
How to do Research
Stress and Time Management
Team Refocus and Strategising
Women in Management





Diversity, Etiquette & Equality

Aids Awareness

Aids Awareness (Half Day)

Business Etiquette and Professionalism

Communication Excellence

Bullying in the Workplace

Diversity and Inclusion

Digital Etiquette

Emotional Intelligence

Empowering Women in the Workplace

Etiquette, Ethics & Customer Care

Harassment in the Workplace

HIV, AIDS and GBV

How to Engage Your Team

How to Manage Sexual Harassment Complaints

Sexual Harassment (Half Day)

Sexual Harassment (Full Day)



Problem Solving & Project Management

Basic Project Management

Communicating for Efficiency

Critical Thinking and Problem Solving

Delegating for Success

Developing Your Management Potential I, II and III

Effective Service Delivery

How to Build Your Leadership Pipeline

How to Complete Tender Documents

Office Management 2 Days

Responding to VUCA

Retail Specifics

Customer Care Training 1 Day

Customer Care Training 2 Days

Customer Care for Delivery Staff

Goods Receiving and Dispatch

Merchandising

Stock Loss Prevention





Sales

Debt Collecting

Frontline Service and Upselling

Negotiating for Profits

Sales for Admin Staff

Sales Negotiation

Telesales Training

The Ultimate Sales Approach

Dealing with Conflict

Communication Excellence
Conflict and Diversity
Conflict Management
Customer Care Training 1 Day
Customer Care Training 2 Days
Customer Care for Delivery Staff
Diversity and Inclusion
Emotional Intelligence
Having Courageous Discussions
How to Deal with Difficult Clients and Discussions
Negotiating for Profits
Negotiating for Shop Stewards
Resilience Training





Written Communication

Business Writing Skills

Business Writing with AI Integration

English Business Writing Skills

How to Complete Tender Documents

Minute Taking 2 Days

Report Writing





Power Sessions!

Power Sessions are condensed workshops offered as 1 hour, 2 hour or 3 hour sessions respectively.

Please get in touch with us to learn more and request a quote.

Topics:

10 Steps to Professional Email Writing

Eliminating Harassment in the Workplace

Eliminating Workplace Harassment and Bullying

Email and Telephone Etiquette

Emotional Intelligence

Etiquette for Online Meetings

How to Deal with Difficult Clients

Introduction to Change Management

Professionalism in the Workplace

Staying in Touch While Working Apart

Stress and Time Management

Work-Life Balance





Contact Us



0861 996 660



info@stafftraining.co.za



www.stafftraining.co.za

Where We Train

-  Cape Town
-  Johannesburg
-  Pretoria
-  Polokwane
-  Durban
-  Gqeberha (PE)
-  Inhouse Training
At your premises- Available Nationally

***Satelite Training Centres:**

Bloemfontein, Knysna, East London, Bethlehem

Please contact us to discuss your desired training area.

While we do have pre-scheduled workshop dates, these are subject to trainer and venue availability. Custom training dates may be requested by the client.