



2020 WORK-LIFE SKILLS SCHEDULE

| Code | Description | Duration | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|--|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------|
| COMMUNICATION SKILLS & PERSONAL DEVELOPMENT | | | | | | | | | | | | | | |
| VEL-EST | Building Self Esteem & Assertiveness | 1 | 9 | | 2 | | 11 | | 3 | | 21 | | 24 | |
| VEL-CS | Communication Strategies | 2 | | 10 & 11 | | 16 & 17 | | 8 & 9 | | 13 & 14 | | 14 & 15 | | 1 & 2 |
| VEL-BW | Business Writing that Works | 2 | 13 & 14 | | 9 & 10 | | 4 & 5 | | 1 & 2 | | 3 & 4 | | 12 & 13 | |
| VEL-EQ | Emotional Intelligence | 1 | 27 | | 30 | | 29 | | 28 | | 22 | | 6 | |
| VEL -NEG | Negotiating for Results | 2 | 21 & 22 | | 3 & 4 | | 7 & 8 | | 6 & 7 | | 16 & 17 | | 16 & 17 | |
| EM-ETT | Email Etiquette | 1 | | 19 | | 9 | | 12 | | 18 | | 13 | | |
| VEL-CON | Resolving Conflict - Dealing with Difficult People | 1 | 23 | | 5 | | 15 | | 20 | | 11 | | 4 | |
| VEL-BWA | Business Writing Advanced | 1 | | 19 | | 16 | | 8 | | 17 | | 2 | | |
| TRW | Technical Report Writing | 2 | | | 24 & 25 | | | 22 & 23 | | | 28 & 29 | | | |
| CUSTOMER SERVICE & FRONTLINE | | | | | | | | | | | | | | |
| NSL-S0022 | Customer Service Skills - Critical Elements | 2 | | 26 & 27 | | 20 & 21 | | 18 & 19 | | 6 & 7 | | 1 & 2 | | 3 & 4 |
| VEL-ADM | Getting Stuff Done - Admin Assistant Boot Camp | 2 | | 12 & 13 | | 8 & 9 | | 10 & 11 | | 27 & 28 | | 19 & 20 | | |
| CCT091SO | Telephone Skills A - Z | 1 | 31 | | 27 | | 18 | | 16 | | 25 | | 6 | |
| VEL-CCTR | Call Centre – Sales & Customer Service Call Centre Agent | 3 | 29 -31 | | 16 - 18 | | 25 - 27 | | 8 - 10 | | 1 - 3 | | 18 - 20 | |
| FINANCE | | | | | | | | | | | | | | |
| VEL-ACC | Accounting Skills for New Supervisors | 2 | | 26 & 27 | | | 18 & 19 | | 23 & 24 | | 22 & 23 | | | |
| VEL-BDT | Budgets & Managing Money | 2 | | | | | | | | | | | | |
| VEL-PRO | Purchasing and Procurement | 2 | | | 16 & 17 | | | 29 & 30 | | | 7 & 8 | | | |
| EX-FNFM | Finance for Non-Financial People | 2 | | 20 & 21 | | 2 & 3 | | 25 & 26 | | 20 & 21 | | 26 & 27 | | |
| PRESENTATION SKILLS | | | | | | | | | | | | | | |
| VEL | Presentations Survival Skills | 2 | | 27 & 28 | | 29 & 30 | | 17 & 18 | | 17 & 18 | | 29 & 30 | | |
| VEL-SE | Speakeasy -Conquering Fear of Public Speaking | 1 | 28 | | 20 | | 15 | | 15 | | 21 | | 25 | |
| VEL-PTR | Train the Trainer – The Practical Trainer | 3 | | | 11 - 13 | | | 24 – 26 | | | 16 - 18 | | | |
| SDF /ASSESSOR / MODERATOR / FACILITATION | | | | | | | | | | | | | | |
| Accredited | Skills Development Facilitator | 5 | | 3 – 7 | | | 4 – 7 | | | 3 - 7 | | | | |
| Accredited | Assessor | 5 | | | | | | | | | | | | |



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| Accredited | Moderator | 3 | | | | | | | | | | | | |
| Accredited | Advanced Facilitation | 4 | | | | | | | | | | | | |
| PROJECT, PROCESS & TIME MANAGEMENT | | | | | | | | | | | | | | |
| VEL-PROC | Business Process Management | 2 | | 5 & 6 | | | 25 & 26 | | | 20 & 21 | | | 18 & 19 | |
| VEL-PMT | Project Management Fundamentals | 1 | 15 | 24 | 27 | 15 | 22 | 15 | 22 | 31 | 18 | 16 | 26 | |
| VEL-TM | Time Management | 1 | | 26 | | 14 | | 15 | | 4 | | 5 | | |
| VEL-PMT | Understanding Project Management | 3 | | 17 – 19 | | 6 – 8 | | 9 – 11 | | 11 – 13 | | 21 - 23 | | |
| LEADERSHIP, MANAGEMENT, SUPERVISORY | | | | | | | | | | | | | | |
| VEL-ABC | Supervisory – ABC’s of Supervising | 2 | | 17 & 18 | | 6 & 7 | | 23 & 24 | | 4 & 5 | | 5 & 6 | | |
| VEL-BL | Business Leadership – Becoming Management Material | 3 | | 5-7 | | 22-24 | | 3-5 | | 24-26 | | 21-23 | | |
| VEL-DT | Digital Transformation | 1 | | 14 | | 17 | | 4 | | 19 | | 1 | | |
| VEL-HR | HR for Non HR Managers | 3 | | 10 – 12 | | | 27 – 29 | | | 26 - 28 | | | | |
| VEL-LOG | Logistics & Supply Chain Management | 2 | | 24 & 25 | | 21 & 22 | | 1 & 2 | | 24 & 25 | | 8 & 9 | | |
| VEL-MJ | Marijuana and the Workplace | 1 | 17 | | 18 | | 21 | | 20 | | 15 | | 5 | |