

Summary of Our Popular Business Skills Workshops

The workshops below are our most popular. However, because we specialise in customising interventions to meet your unique business needs, we have more workshops than we can possibly list, please contact us to discuss how we can best support you.

IMPORTANT NOTE: We've taken our solutions online so we can support you virtually now too. When we are through the worst of Covid-19 and are able to resume face-to-face contact, you will then have three options: 1) in-person training, 2) virtual learning or 3) a blended solution.



Harness the Power of EQ

Key Steps to be the BEST YOU through EQ

US 252031, L5, C4. Emotional intelligence is a hot topic in today's workplace and widely accepted as the key contributor to adult success and increasing personal leadership capacity. However, knowing what emotional intelligence is and knowing how to develop and harness it are entirely different things. EQ is a combination of skills, based on a connection between what you experience, what you think, how you feel and how this affects the way you interact with yourself and others. This intensive 13-day programme blends extensive research, tried and tested techniques, tools, stories, theories, case studies, practical exercises (including much peer interaction and team building strategies), experiential assignments and homework tasks to create an experience that inspires individuals and teams to harness the power of their emotional intelligence and take Key Steps to really... **'be the difference that makes the *difference*'**

IMPORTANT NOTE: Being an expert in EQ and leadership development, Sharon designs various customised EQ programmes for clients and business schools, and offers a 2-day Intro to EQ for Business workshop.



Key Steps to Visionary Leadership through EQ

US 242824, L4, C14. US 242819, L4, C10. To lead through ever changing and challenging times, new skills are required and emotional intelligence is essential. This 3-day programme will provide you with Key Steps to become a visionary leader. You will learn how to differentiate between the functions of a manager and a leader and gain insight into your leadership style. We will support you to assess your leadership strengths and capitalise on them, as well as work at overcoming your weaknesses. You will gain practical and innovative ways to champion change, become a person of influence, motivate your team, confront non-performance, give effective feedback and get results through collaboration. We are privileged to support you to go from GOOD to GREAT and... **be the difference that makes the *difference*'**



Key Steps to Assertive Communication and Conflict Management

US 114226, L5, C8. The quality of our relationships (and achievement in all facets of life) is directly linked to our ability to communicate effectively, assert ourselves appropriately, solve problems and manage conflict. This interactive 2-day programme is the first step to understanding and applying the principles of emotionally intelligent communication. You will learn how to communicate appropriately in business and personal situations and enhance your verbal and non-verbal acuity for maximum impact. Combined with assertiveness skills, you will develop unique strategies to manage conflict, build relationships and influence with integrity and walk away empowered to... **'be the difference that makes the *difference*'**



Key Steps to Negotiate and Influence Your Way to Success

US 13948, L4, C5. Learning to be a skilled negotiator can support you to influence, make deals, solve problems, manage conflict and improve relationships. This 2-day programme will ensure that you learn to collaborate, uncover trade-ables, enlarge the pie and harness the psychology of leverage. You will learn how to communicate appropriately for maximum impact and create win-win outcomes. Our simple five-step negotiation plan, coupled with practical simulations, will ensure you walk away empowered with Key Steps to... **'be the difference that makes the *difference*'**



Key Steps to Powerful Presentations

US 242840, L4, C2. Public speaking is the average person's fifth greatest fear. To prevent this becoming all-absorbing, you can learn to channel the feeling into positive energy. This practical 2-day workshop will show you how plan ANY presentation in 10 minutes, support your message, avoid death by PowerPoint, present impactfully and get your point across and remembered! Winning presentations are one of your most priceless business tools. We'll show you how to get them so you can... **'be the difference that makes the *difference*'**



Key Steps to Professional Business and Report Writing

US 12153, L4, C5. Are you one of the thousands of people who shudder at the thought of having to compose a report? You are not alone. English is the dominant language in business, yet many people are not fluent or sufficiently empowered to create flawless business documents. Sadly, a badly written report risks losing the reader and not meeting its objectives. Effective report writing is one of the best ways to influence and persuade. This 2-day programme will show you how to compose documents that are clear, concise and grammatically correct and create reports that actually get read. Our combination of practical exercises, tools and continuous feedback create maximum benefit for you. In addition, you will be introduced to ways to stretch your imagination and write more creatively. We are privileged to support you to write like the professional you are and... **'be the difference that makes the *difference*'**



Key Steps to Effective Time and Stress Management

US 242811, L4, C5. In this 2-day programme you will distinguish between what is urgent, important or a waste of time. You'll discover where all your time goes, what triggers your stress response state and which black holes drain your time, your energy and 'stress you out'. Time and stress management is not a luxury. It's vital because it's a matter of mental and physical survival – stress cripples lives, causes illness and costs companies billions each year. Did you know that as many as 70% of doctor's visits have been linked to stress?! And most modern-day stresses have certain issues at the root – taking on too much, poor planning, lack of prioritising, poor boundaries and inability to deal with an ever-changing world. To cope in this 'new' world, we need new skills. We look forward to supporting you with Key Steps to... **'be the difference that makes the *difference*'**



Key Steps to Set and Achieve Your Goals

US 242819, L4, C10. Goal setting is well known for being the common denominator of successful people. It is also an immensely powerful process as it is based on the same principle of focus that allows us to concentrate rays of diffused sunlight into a force powerful enough to start a fire. This 1-day programme combines the practical wisdom of getting clear about what you want and then 'eating your elephants one bite at a time', to translate your personal mission statement into achievable actionable doing. It is about effective execution to ensure that you can... **'be the difference that makes the *difference*'**



Key Steps to Performance Management and Coaching

US 242819, L4, C10. This 2-day programme empowers you to become a leader who is a sought-after mentor and coach. You will learn the process of implementing a holistic performance management system. You will understand benefits of effective target setting, monitoring, documenting and regular and immediate feedback. You will gain practical tools, models and strategies that you will immediately start implementing during the workshop and develop an action plan to coach two team members. You will be required to measure and monitor their development as you practise your new skills. We look forward to working with you to take Key Steps to... **'be the difference that makes the *difference*'**



Key Steps to being a Professional and Powerful Personal Assistant

US 13873, L4, C4. This 2-day programme is the first step to developing the key skills you will need as an Executive Personal Assistant (PA) who has a pivotal role in the management team. The roles and responsibilities are wide ranging and require a highly skilled and qualified individual to meet the demands of the modern world of work. To be effective, the professional and powerful personal assistant must be dynamic and flexible and understand the organisation's values and objectives. This workshop will empower you to take your role from 'good' to 'great'. You will learn how to add value to your manager, apply the benefits of managing time, communicating effectively, supporting the decision-making process, increasing efficiency, getting results, managing stress and many more Key Steps to... **'be the difference that makes the *difference*'**



Key Steps to Business and Telephone Etiquette

US 114974, L2, C2. The first contact a prospective customer has with your organisation is often over the telephone. What impression do they get? Allow us to empower you with telephone techniques, to enable you to develop superior business relationships and provide quality support. During this 2-day programme you will learn to couple professional vocal skills with active listening to satisfy even the most challenging customer. This workshop also prepares you to meet and greet clients in person. You will feel confident about the do's and don'ts of professional business etiquette and engage with others in a professional and welcoming manner. We are privileged to support you to take Key Steps to... **'be the difference that makes the *difference*'**



Key Steps to Captivate Your Customer

US 114974, L2, C2. US 13873, L4, C4. This 2-day programme is the first step to building and managing relationships with your internal and external customers. We focus on the knowledge, skills, values, attitudes and behaviours required in relation to your own context and working environment. Technical people will become more equipped and able to deal with the challenges they often face on the job and internal sales will gain the skills of influence. This programme ensures that you can build rapport, communicate effectively and welcome customer complaints. You will turn difficult customers and challenging situations into learning opportunities. This dynamic approach to service empowers you to create an experience your customers will keep coming back for. We are privileged to support you to captivate your customer and take Key Steps to... **'be the difference that makes the *difference*'**



Key Steps to Everyone Can Sell

US 13873, L4, C4. From the moment an employee joins your organisation, they're in sales! We need people with a high EQ who have well developed interpersonal skills and can build relationships, persuade, deliver compelling presentations and gain customer loyalty. This practical 2-day workshop provides novice and seasoned sales executives with skills they can apply immediately to fully understand the, often daunting, process of selling in a holistic, effective and sustainable way. We are privileged to support you to sell in an emotionally intelligent way and Key Steps... **'be the difference that makes the *difference*'**



Key Steps to Create Collaborative High-Performing Teams

US 242819, L4, C10. Why is it so hard for successful companies, filled with smart people, to get things done? Clearly, there is a gap (the execution gap) between the best-laid plans and their realisation. This 1-day programme will help you identify the common reasons for this gap and create the DNA of a highly performing team. Your team will develop the skills, attitudes and behaviours to collaborate, harness the power of proactivity and execute efficiently. They will work together to maximise potential, achieve results and take Key Steps to... **'be the difference that makes the *difference*'**

What Our Clients have to Say?

Negotiate and Influence Your Way to Success: Sharon is a brilliant presenter and coach. I really enjoyed this session – it is definitely in the Top 3 of all the sessions in the Business Leadership II Programme. Thanks for adding immense value and providing such practical tips, tools and case studies. -- *Deon Scheepers, Manager, First Rand* --



Visionary Leadership through EQ: Sharon, thank-you for all the material and suggestions, it is really appreciated. Your workshop exceeded all expectations I had. I just hope that we can do it justice and continually apply the valuable lessons we have learnt. Thank-you for three excellent days with my team and for the ongoing support and Monday Food for Thought too.

-- *Anton Hartman, Head of Distribution, Hollard Life* --



Assertive Communication and Conflict Management: Great experience, I really liked the way Sharon integrated NLP into the workshop and presented in a manner that was easy for everyone (not just those versed in NLP) to understand. Thank you for a no.1 experience.

-- *Belinda James, Training Manager, Bidvest First for Service* --



Leadership Development: Sharon, it is great having you on board with Henley and we look forward to more of your wonderful inputs this year. You are such a professional – talented, interesting and well received by all. Thanks for that which you bring to our success.

-- *Linda Buckley, Executive Education Director, Henley Business School* --



Time Management: I really enjoyed the interaction, sharing and practical problem solving to overcome our time wasters. I can see that I need to start spending time in Quadrant 2 (of the time management matrix) immediately. I also really want to attend your Excel and Outlook training as I know it will save even more time. This was a great workshop. Thank you! -- *Mia Swalund, Financial Manager, BCG* --



Report Writing: I wanted to let you know that I have had wonderful feedback from the team regarding the training. They are all raving about your session and found the training very useful. I am hoping that I can convince the 'powers that be' to allow us to run another course before the end of the year, as I am sure many more of our staff could benefit.

-- *Faye Drew, Head; Investment Banking Credit, Standard Bank* --



Business Etiquette and Powerful Presentations: I've had the privilege of attending two of Sharon's workshops. Both were a great learning opportunity, very practical and added value immediately. She can keep an audience hanging on every word. Great energy, extensive knowledge and amazing resume. -- *Michelle van der Have, Hollard Life JHB* --



Negotiate and Influence Your Way to Success: I have been meaning to email you to thank you and give you some feedback on the Women in Leadership Negotiation Skills training you delivered for us through GIBS. I now actually take time to negotiate and have even managed to get some prices down when I am shopping. It is amazing to feel so confident negotiating in all aspects of my life and realise that there are always other options and ways to enlarge the pie to get better results. Thank you so much for your insight and incredible training.

-- Nthabi Cele, Executive Private Banker, Standard Bank --



Customised Sales and Service Programme: Thoroughly enjoyed the sessions – very interactive and kept the audience involved at all times. My team didn't want to attend this workshop and, in the end, they wished it were longer! -- Susan King, Senior Sales Executive, UCS Software Solutions --



Powerful Presentations: This is an excellent course with a dynamic presenter. I never thought that I would walk out of here with all the answers to the challenges I had with presentations! The best thing is that it wasn't just theory – this course offers practical ways to overcome issues. Thank you.

-- Donovan Abrahams, GM of Strategy, Mc Cain --



EQ: This workshop exceeded all expectations I had. From subject knowledge, to preparation, presentation style and relevance, I'd rate everything 10 out of 10. Discovering my potential was the best thing about this workshop. And if this feedback sounds like I am brownnosing, I'm not, it really was that good. I now have the confidence to go out and make a difference – watch this space! Thanks Sharon. -- Graham Wood, Manager, Bateman --



Negotiate and Influence Your Way to Success: I gained a lot of practical negotiation tools that directly relate to extracting more value personally and for the business. Thank you, Sharon. This great workshop added tons of value almost immediately.

-- Peral Venkatraman, Product Manager – Business Banking, Standard Bank --



Performance Management and Coaching: Thank you so very much for delivering an excellent programme. The feedback we have received to date support the effectiveness of this programme, personally and professionally for individuals. We have collated the evaluations from the pilot and will let you have copies. We look forward to the rollout of the programme and the continued successful partnership.

-- Chrystal Christian, ex HR Training and Development Manager, BMW SA --



Captivate Your Customer: Thank you for a brilliant workshop. There was a good mixture of group work and individual coaching. I gained valuable tools to unleash my team's potential. It was great to see the team's reactions after the training... it's always the best way to see the quality of the training. Thank you. -- John De-Haan, PM Operational Excellence, Siemens --



Negotiate and Influence Your Way to Success: Sharon's facilitation skills are excellent and the programme content extremely valuable. It was also great that we put theory into practise immediately. I realised that I do not prepare enough. I am now going to take Key Steps to be the difference that makes the difference. -- *Nolu Ngambu, Manager Small Enterprise, Standard Bank* --



Time and Stress Management: Thank you for making this course so powerful that all delegates are so positive and motivated. They really enjoyed it and have gained so many practical tools. Better yet, they are applying it already. Looking forward to see you again in July for communications skills. -- *Jolindi Faber, Service Support Supervisor, Barloworld Equipment* --



Captivate Your Customer: This is not the average customer service workshop... it offered me more than I expected! I was able to do a lot of self-reflection, and received important, practical, often overlooked pointers I can implement and practice immediately. The name 'Key Steps' is very relevant – I love it! -- *René Benade, HR, Siemens* --



All workshops: I have been in the industry for a very long time and Sharon is the best Soft Skills trainer I know. She is always friendly and highly professional. And is always willing to go the extra mile with passion and creativity. Sharon is an inspiration to others in the way she assists people to unlock their true potential. I would whole-heartedly recommend Sharon to anyone serious about growth and development. -- *Ronel Bornman, Manager, Next Gen* --



Negotiate and Influence Your Way to Success: This workshop exceeded my expectations. Sharon is so knowledgeable, practical and passionate. I was impressed with how much I learnt, how much I need to change my language and way I prepare for negotiations. Absolutely fantastic! I am definitely going to your website to see what else you can offer my team. Thank you. -- *Bianca Gouveris, Oracle Ops Manager, First Rand* --



Visionary Leadership: Thank you for a wonderful seminar. I have conducted an 'unofficial debriefing session' and the feedback is that it was a fabulous session that added immense value. - *Charles Jele, HR Head, National Empowerment Fund* --



EQ Teambuilding Breakfast Seminar: I rarely rate a facilitator 10 out of 10... this time it was easy. Thanks for your passion and for giving me an awesome day with my team! -- *Prega Naina, BFC Head, Standard Bank* --



Powerful Presentations: This is one of the most valuable sessions I have attended in years. Well worth my time; wish I had attended it years ago. Thank you, Sharon. -- *Dave Thayser, Director, EY* --



Why Key Steps?

We are a niche training, development and coaching consultancy that have a reputation for providing solutions that really get results. We are MICT Seta and Services Seta Accredited (#2257), BEE Level 2 and have over 20 years' experience making a *difference*. We are unique in our ability to quickly and strategically analyse your specific and diverse needs to create "Key Steps" to meet your learning and development objectives. This ensures you receive optimal return on your investment (ROI).

Our programmes are rooted in many cognitive behavioural methodologies, scientific practices and structured theories and frameworks. These include Neuro-Linguistic Programming (NLP), coaching, dialogue education principles, age-old success tools and various psychological and philosophical principles. Extensive research, training techniques, tools, stories, theories, case studies, practical exercises (including much peer interaction and team building strategies) are blended to create an experience that inspires individuals and teams to take their learning out of the classroom and make it count!

Our founder and CEO, Dr Sharon King Gabrielides, is faculty of GIBS and Henley Business School, where she develops and facilitates modules of their leadership development programmes. We also work with leading corporates, including ABB, Absa, ACSA, Adcock, Aon Group, Atlas Copco, AVI, Barloworld, BASF, Bateman, Bayer, BCG, Bidvest, BMG, BMW, Bombela, Bühler, Bytes, Caterpillar, Citibank, Clover, Colgate, Daimler, Dimension Data, EY, Epiroc, Eskom, First Rand, Flight Centre, FNB, Fraser Alexander, Hogan Lovells, Hollard, Hytech, IBM, Imperial, Investec, Kaefer, Kraft Foods, Kronos, Mc Cain, Mercedes-Benz, Merchants, Mondelez, Mondi, National Brands, Nedbank, NEF, Nestlé, Openserve, Primedia, REEF Insurance, Refinitiv, RMB, Sandvik, Servest, Siemens, SKF, Standard Bank, Stanlib, Sun International, Telkom, Tenova, Thomson Reuters, UCS, UTi and VW.

And there's more...

1. We really care about developing people; we immerse ourselves in your business, offer follow-up support and go on a journey with you.
2. Recent research shows that our Leadership and Emotional Intelligence Programme is **28% more effective** than most! This means you get the ROI you deserve.
3. We can increase your BEE score as we are a B-BBEE Level 2 contributor and a Services and MICT SETA accredited provider offering NQF aligned programmes.
4. Seasoned and accredited ETD practitioners and assessors conduct ALL our programmes.
5. Sharon personally attends to ALL keynotes and customised programmes.
6. Sharon is one of only three woman CSP's in SA (the highest international designation a speaker and facilitator can obtain) and spent years researching the best way to develop leadership capacity in a holistic and sustainable way.
7. Our clients rave about us (let their comments speak for themselves: www.keysteps.co.za/testimonials/) and keep coming back to take more Key Steps to... 'be the difference that makes the *difference*'.

“ Jenny Greyling
Talent Development Leader
EY Africa

Sharon King has been a preferred learning vendor at EY for many years. She facilitates our core firmwide learning programs, based on global EY material. She brings in her own best practice to the content and ensures the programs remain at a high standard. Sharon is a sought after facilitator and her programs are well attended with excellent ratings. She is passionate about making a difference in the lives of our learners and has a flexible style to customise programs for individual business unit needs. She also aims to deliver material that is relevant for the organisation she is working with and hence, I highly recommend her as a facilitator.

“ Linda Buckley
Executive Education Director
Henley Business School

It is great having you on board and we look forward to more of your wonderful inputs this year. You are such a professional – talented, interesting and well received by all. Thanks for that which you bring to our success.

Please feel free to contact Sharon with any questions you might have. We really look forward to the possibility of working with your team to enhance their business skills so they can...

'be the difference that makes the *difference*.'