

Lynn Page & Associates

We develop people, processes, programmes & learning solutions

Behave in a professional manner in a business environment

USID 14359| Credits 5 | NQF Level 2

Duration: 2 days

This unit standard provides a broad introduction to the business environment. It is the starting point for a learner in a selected business sector. The focus is knowledge, skills, values and attitudes in relation to the learner's own context and experience of the world of work.

The qualifying learner will be capable of:

- ▶ Behaving appropriately in a business environment
- ▶ Interpreting body language in the workplace
- ▶ Meeting people in a business setting
- ▶ Applying business ethics in the workplace

Context and Methodology:

Behaving professionally in any context increases cooperation, support and professionalism

- ▶ Learners enter into a journey of strength / courage and respect. They learn a simple yet powerful model that outlines the steps to follow to be and to be perceived as professional.
- ▶ The model gets to the root of what to do, how to do it and why it is important to apply ethics in one's personal and professional approach.

The principle: People learn by doing is especially applied in this training. It is a powerful support to all personal development, customer service and communication skills development.

It is very hands on and the examples are pitched at the level of the group attending.



Please note: Portfolio of Evidence is charged separately to the course price

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