



Prospectus 2013

Centre for Learning

MISSION STATEMENT

To develop ICT functional skills across business the delivery value chain and across all levels of operations at a cost advantage

VISION STATEMENT

To be a leading, efficient and effective provider of ICT skills development solutions

+27 11 377 4041 | www.telkom.co.za/cfl



School of Enterprise Management

Faculty of Employee Enhancement

The Employee Enhancement Faculty addresses those additional skills that go beyond the initial competence required to do the job. These skills focus on dealing with problems in the workplace as well as improving the employee's work life.

Course Titles	Duration
Induction	
A Journey through Telkom	2 Days
Office Management	
Business Writing Skills	2 Days
Meeting Protocol & Minute Taking	2 Days
People Skills	
Building Relationships & Diversity Skill	3 Days
Telkom People Management Learning Centre	5 Days
Presentation Skills	
Presenting With Proficiency	3 Days
Kepner Fourie (KF) Problem Solving	4 Days
Self Management	
Emotional Intelligence for Everyone	3 Days
Managing Stress in the Workplace	2 Days

The following courses are available subject to terms and conditions.

Enquiries must be directed to the Key Account Manager Abigail Sono sonoat@telkom.co.za

Education, Training & Development

Conduct Outcomes-based Assessments 2 Days

Design and Develop Outcomes-based Assess 3 Days

Office Management

Perception VX Training Authors Course 3 Days

People Skills

TI Competent Communication 3 Days

TI Competent Leadership 6 Months