



CONNECT THE DOTS

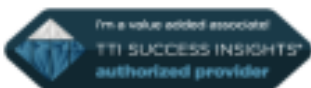
Training & Consulting cc

*This course is delivered **online** or in a **classroom setting***

ONBOARDING & INDUCTION OF EMPLOYEES



Your Lifelong Learning Partner



ENROLLMENTS

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"We Train Your Employees For Strategic Execution"



Creating a workplace that is adaptive, flexible, and ready for change.

This onboarding program helps new employees learn about the company and the skills they need to do their job. More effective onboarding helps employees ramp up quicker and encourages productivity.

What will I learn?

By the end of the course, you will be able to:

- Understand company's vision, mission, policies, procedures and culture
- Workplace Ethics and Code of Conduct
- Time Management
- Customer Service
- List modules as per outline

4 Advantages of Onboarding

Increased Retention



Improve Productivity

Drive Revenue



Boost Satisfaction



WHO SHOULD ATTEND



- Middle managers
- Supervisors being groomed for middle management roles

Course Information

Length: 12 months

HOW WILL I LEARN?

Materials and learning aids

Participants will receive all learning materials including pre and post work, assignments, assessments and portfolio's one day before the start of the relevant module, links etc. via email.

Engagement with experts

Facilitator engagement sessions will be held on a zoom platform. Your engagement will be in real-time chat sessions and webinars. These sessions will provide you with an opportunity to engage with the information presented by the facilitators.

Job Shadowing / Job Rotation

Job shadowing or job rotation will give you the opportunity to interact with your peers in real time and build valuable networks. Line Managers will participate in your session from time to time. Faculty facilitators will support you through your assignments and or pre-post work.

Dynamic Coaching

Scheduled online sessions will take place online from time to time to support you in applying and cementing skills learnt.

Assessments and Evaluations

Assignments and assessments will be due four weeks after the final training session. This will allow you time to practice the concepts, skills and theory in your own work environment. Evaluations must be completed before the end of each training session and must be done online.

Certificates of Completion / Competence

Certificates will be issued three weeks after successful completion of every module and upon submission of each module assessment / assignment. Certificates of Competence will be issued after the relevant Seta has assessed and moderated your portfolio.





WHAT WILL I LEARN?

The learning process consists of 15 days of interactive learning delivered over a period of 12 months.

Phase 1: Getting to know us – 5 days

- Understanding the organisation's brand and brand values
- Understanding the organisations group strategy, vision and mission
- Understanding organisational policies, procedures and culture
- Workplace Ethics and Code of Conduct and how we communicate with each other and with our customers
- Understanding where you fit into

Phase 2 Getting to know you – 5 days

- Emotional Intelligence
- Time Management and Problem solving
- Servant Leadership / Situational Leadership
- Decision making and Conflict management

Phase 3 Getting to know your role – 5 days

- Customer Treatment and Customer Retention
- Communication skills
- Performance Indicators and Personal Development Plans

NB – customized modules are optional and will require additional training days. Eleven coaching sessions are built into this course.

WHICH ELECTIVE MODULES AND ROLE SPECIFIC MODULES ARE AVAILABLE TO CHOOSE FROM

- *Standard Operating Procedures (SOPs) – customized*
- *Workflow and Process Management – customized*
- *Other/Additional Role specific modules are customized*
- *MS Office programmes*
 - *MS Word*
 - *MS PowerPoint*
 - *MS Excel**MS Outlook*

A student can choose only one elective per year.

