

# CORPORATE COURSES

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## Welcome to the SPS Training Corporate Course Guide

At SPS Training, we believe that learning is the cornerstone of success. Our comprehensive suite of corporate courses is designed to empower your team with the skills and confidence to excel in today's competitive business landscape. Whether you are looking to enhance communication, master digital skills, or build strong leadership, our expertly crafted workshops are tailored to meet the demands of modern professionals.

Our programmes are grounded in real-world applications and delivered by experienced instructors who bring practical insights to every session. We pride ourselves on delivering engaging, high-quality training that not only equips your team with knowledge but also inspires growth and innovation.

### Why Choose SPS Training?

- **Internationally Developed Content:** Our courses are designed to align with global business standards, ensuring your team remains competitive and capable in a globalised marketplace.
- **Expert-Led Training:** Learn from industry professionals who bring years of expertise and real-world experience.
- **Customisable Learning Paths:** Choose from a variety of workshops that can be tailored to fit your organisation's specific needs.
- **Results-Driven Approach:** Our training is focused on delivering tangible improvements in performance and productivity.

If you are ready to elevate your team's capabilities and drive meaningful growth, explore our course offerings and discover the power of transformative learning.

For more information or to discuss your training needs, contact us at [enquiries@sps-training.com](mailto:enquiries@sps-training.com). Let's unlock the potential of your workforce together.

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# BUSINESS COURSES

## Being a Team Player

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Teamwork is essential in any successful enterprise, and to have effective teams, an organisation must be comprised of individuals who pride themselves on being great team players. Many of us consider ourselves to be team players, but are we really? Do we know what that takes; and what managers consider to be the qualities that make a person a team player, or that make a good team player a 'great' team player? Everyone brings their own skills and strengths to the table; understanding how to use those skills within the context of a team is vital to help an organisation succeed.

This one-day workshop will help you teach participants to:

- Understand the definition of a team player and a non-team player
- Know the difference between a team player and a non-team player
- Learn the qualities possessed by a team player
- Determine what type of team player you are and how those functions in your workplace
- Know and understand what it takes to be a team player
- Discover the different types of teams that exist within a company
- Learn what working together as a team looks like
- Learn the different types of workplace teams and what types of teams successful organisations need
- Develop strategies to improve teamwork
- Give participants a moment to write down their own learning objectives in their workbook.

## Communication Strategies

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Have you ever wondered why it seems so difficult to talk with some people, yet so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable.

A major goal of this workshop is to help you understand the impact your communication skills have on other people. You will also explore how improving these skills can make it easier for you to get along in the workplace, and in life.

This two-day workshop will help you teach participants how to:

- Identify common communication problems that may be holding them back
- Develop skills to ask questions
- Learn what their non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Enhance their ability to handle difficult situations
- Deal with situations assertively

## Conquering Public Speaking

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Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one day workshop is just for you! It is aimed at anybody who wants to improve their speaking skills in informal situations. We will give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

During this workshop, participants will learn to:

- Speak with more confidence in one-on-one conversations
- Feel more confident speaking socially or small groups such as meetings
- Practice developing these skills in a safe and supportive setting

## Critical Elements of Customer Service

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While many companies promise to deliver an incredible customer experience, some are better at supplying this than others. This two-day course is designed around six critical elements of customer service that, when a company truly embraces them, bring customers back to experience service that outdoes the competition.

Specific learning objectives include:

- Understanding what a customer service approach is
- Understanding how your own behaviour affects the behaviour of others
- Demonstrating confidence and skill as a problem solver
- Applying techniques to deal with difficult customers
- Knowing how to provide excellent customer service

## English as a second language - A Workplace, Communications Primer

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The English language is recognised as an essential business tool throughout the world.

People who are learning English as a second language should be aware that even native English speakers can misunderstand the meaning and intent of communication in the workplace.

Employees with intermediate competency in English as their second language will gain the most from this course.

This one-day workshop will help you teach participants to:

- understand workplace communication needs, and remedy deficiencies in their proficiencies.
- recognise how culture and the workplace affects communication, and how to work within that framework.
- learn and practice effective oral and written communication, including email and videoconferencing.
- construct an Individual Action Plan to continue personal growth and skills development.

## Leveraging Neurodiversity in the Workplace

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Embracing neurodiversity in the workplace means recognising that each person's brain works in a unique and valuable way. These variations come with individual needs and addressing them helps each person succeed and thrive. Companies that intentionally recruit and support neurodivergent individuals gain a competitive edge by harnessing the unique perspectives and strengths of individuals with diverse cognitive approaches.

This course will introduce neurodiversity and its importance for employers. It will demonstrate how organisations can improve workplace practices to be more inclusive for neurodivergent individuals, and ultimately, better support all employees.

This one-day workshop will help you teach participants how to:

- Display a foundational understanding of neurodiversity and its relevance in the workplace.
- Understand the value of embracing different ways of thinking and learning.
- Address and dispel preconceived assumptions and stereotypes about neurodivergence
- Acknowledge sensory processing differences and respect individual communication preferences.
- Develop neuroinclusive workplace practices, including recruitment and onboarding.
- Help create a supportive and inclusive work environment for neurodivergent employees.
- Employ best practices for assembling and managing neurodiverse teams.

## Technological and Digital skills

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This course will introduce businesses and individuals to the concept of digital literacy, explore emerging technology trends, and underline the value of fostering a digital mindset and culture of continuous learning. By the end of this course, participants will be primed to assess their organisation's digital capabilities and determine which technologies would be a good fit.

This one-day workshop will help you teach participants how to:

- Define digital literacy and articulate why it matters.
- Assess their organisation's current digital capabilities and know how to determine whether a particular technology aligns with business needs.
- Recognise the importance of a digital mindset and a culture of continuous learning in an organisation undergoing digital transformation.
- Understand the transformative potential of technology, such as AI, automation, e-commerce, and data analytics tools, and how they can impact businesses.
- Appreciate the significance of cybersecurity protocols and know where to start to build a plan of action for protecting business data and systems.

## Workplace Success Seven Skills you'll need

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There have been a number of studies that identify the key skills that workers need to be successful. Various studies call them different things - critical employability skills, soft skills, or transferrable skills. Regardless of the name these skills are critical for workplace success. Eight of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. Many of us possess one or more of these attributes already and perhaps all of them. Luckily these skills can be improved upon through training.

This course looks to take you from where you are now to a new level of understanding for the key skills that will help to make you successful at work.

This one-day workshop will help you teach participants:

- Know your own team member roles and responsibilities.
- Understand ways to be an effective team member.
- Know how it feels to experience change and know your level of change tolerance.
- Understand ways to be flexible in times of change.
- Know what a problem is and ways to approach problem solving.
- Recognise the self-fulfilling prophecy and its relevance to their work.
- Appreciate the variety of behaviours that characterise resourcefulness in the workplace.
- Identify tips to giving and receiving feedback.
- Realise the uses of feedback to increase their strengths as leaders in the workplace.
- Recognise self-confident behaviours in the workplace.
- Utilise a three-step process to building your own self-confidence.
- Apply a number of group methods for creative thinking.
- Recount the history of social and emotional intelligence theory.
- Define Daniel Goleman's five sets of social and emotional competencies and correlate them to workplace experiences.

# EDUCATION RELATED COURSES

## Becoming a Better Learner

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There was a time when what you learned in school before entering the workforce would be all you needed to know for the rest of your career. That is no longer the case, as today skills can become outdated very quickly. The rapid evolution of workplace technologies and best practices means you need to keep your skills current. You must truly be a life-long learner and can no longer rely on what you already know.

The definition of learning is the process of acquiring new, or modifying existing knowledge, behaviours, skills, values, or preferences. It is a means of honing our skills, enriching our minds, and changing the way we see things in the world.

This course will help you to become a better learner, and as a result make you a more valuable employee and well-rounded individual.

This one-day workshop will help you teach participants how to:

- Understand what it means to learn and become a life-long learner
- What a mindset for learning looks like and how to adopt one
- How to set realistic goals
- What your network is and why expanding it is important
- How to ask questions and why that is important
- How to become accountable for your goals and take responsibility
- How to accelerate learning
- Develop a plan for learning

## Mastering Adult Learning Methods

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Teaching adults necessitates different methods than those that are used for children. Adults have a wealth of experience when they enter the classroom and are motivated to learn. To maintain this motivation, educators must ensure that there is a connection between the learning objectives and activities, and the real life of the adult learner. Educators must provide opportunities for adult learners to use their aptitudes, abilities, and existing knowledge to engage in new, relevant learning experiences.

The one-day course draws on andragogical best practices and hands-on experience with several learning methods (reflection, experiential, self-directed, project based, action learning) to give the educator a set of methodological tools for successful adult education. The course also emphasises the importance of reflective practice to continually improve one's education craft.

This one-day workshop will help you teach participants how to:

- Compare and contrast the teaching of children (pedagogy) and adult learning (andragogy).
- Apply best practices in adult education within your own classroom.
- Explain the importance of reflection in adult learning.
- Develop and use self-reflection and group reflection within classroom activities to enhance learning.
- Explain the importance of experiential, self-directed, project based, and action learning in adult education.
- Develop and use experiential learning, self-directed, project based, and action learning classroom activities to enhance learning.
- Make use of reflective practice to continually improve one's education craft.

## Survival Skills for the New Trainer

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This course will introduce businesses and individuals to the concept of digital literacy, explore emerging technology trends, and underline the value of fostering a digital mindset and culture of continuous learning. By the end of this course, participants will be primed to assess their organisation's digital capabilities and determine which technologies would be a good fit.

This one-day workshop will help you teach participants how to:

- Define digital literacy and articulate why it matters.
- Assess their organisation's current digital capabilities and know how to determine whether a particular technology aligns with business needs.
- Recognise the importance of a digital mindset and a culture of continuous learning in an organisation undergoing digital transformation.
- Understand the transformative potential of technology, such as AI, automation, e-commerce, and data analytics tools, and how they can impact businesses.
- Appreciate the significance of cybersecurity protocols and know where to start to build a plan of action for protecting business data and systems.

# EMPLOYABILITY COURSES

## Create a Dynamite Job Portfolio

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The job market continues to change, as does the way we look for work. This course examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview. In order to make the most of this course, participants need to have recently completed the Getting Your Job Search Started workshop or identified target positions and completed a full skills assessment and goal setting exercise.

Students will Learn to:

- Speak about yourself using descriptive language.
- Apply the essential elements of cover letters and resumes.
- Understand the need for pre-employment testing and what to expect in your target market
- Design a personalised portfolio
- Develop a plan that moves you to a new job within 60 days.

## Hiring for Success Behavioural Interviewing Techniques

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Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This workshop will give you the skills and tools to hire successful candidates.

This two-day workshop will help you teach participants how to:

- Recognise the costs incurred by an organisation when a wrong hiring decision is made.
- Develop a fair and consistent interviewing process for selecting employees.
- Prepare better job advertisements and use a variety of markets.
- Be able to develop a job analysis and position profile.
- Use traditional, behavioural, achievement oriented, holistic, and situational (critical incident) interview questions.
- Enhance communication skills that are essential for a skilled recruiter.
- Effectively interview difficult applicants.
- Check references more effectively.
- Understand the basic employment and human rights laws that can affect the hiring process.

## Mastering the Interview

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The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.

This one-day workshop will help you teach participants how to:

- Understand the different types of interview questions and how to prepare to answer them.
- Apply the most effective ways to prepare for an interview, including how to present themselves professionally.
- Express themselves effectively.
- Know how to ask for feedback following an interview.

## Self-Esteem and Self-Confidence

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Healthy self-esteem and self-confidence are essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this one-day workshop, participants will discover some techniques that can dramatically change how they feel about themselves, and how they approach the world to get the things that they want.

This one-day workshop will help you teach participants how to:

- Recognise that they have worth and are worthy of happiness
- Develop techniques for eliminating unhealthy thought patterns and replacing them with supportive patterns
- Turn negative thoughts into positive thoughts
- Handle mistakes and failures in a positive way
- Set goals that reflect their dreams and desires and reinforce healthy patterns

## Skills for the New Employee

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Mastering certain behaviours and skills can help an employee in their first days at a new job. These start with a professional appearance and making a good first impression, but also include having a positive attitude, being assertive, practicing good self-management, communicating effectively, and having specific goals and a personal action plan.

This one-day course looks to introduce you, as a new employee, to behaviours and skills that will give you a great head start to becoming successful in your job.

This workshop will help participants:

- Understand the importance of professional presence on the job
- Understand the importance of a positive attitude
- Understand the role of stress reduction in nurturing a positive attitude and appreciate various methods of stress reduction
- Determine their own level of assertiveness and understand and improve their assertiveness
- Learn how to self-manage to become more effective and efficient
- Learn the importance of working as a team member
- Improve communications skills, including listening, questioning and non-verbal communication
- Learn how to set goals and create a personal action plan

## Using Activities to Make Training Fun

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A study of adult educators conducted by Pennsylvania State University doctoral student David Tanis found that playfulness creates a learning environment of “fun, enjoyment, and laughter,” and that their students notice cognitive gains in terms of “engagement, retention, and understanding.”

Ways to incorporate playfulness into the training classroom include the use of games and other activities, along with humour, which will be explored in this course.

Purposeful, well-thought out, and engaging activities in a training course can help learners apply new skills and knowledge, as well as retain that information in a meaningful way, while meeting learning objectives.

At the end of this workshop, you will be able to:

- Understand how training can include the use of activities
- Explore different types of games
- Identify methods to elicit participant buy-in
- Apply humour principles in adult learning
- Troubleshoot when activities go badly
- Develop your own activities

# IT AND TECHNOLOGY COURSES

## AI and Critical Thinking

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This course provides a comprehensive overview of artificial intelligence (AI), focusing on its fundamentals, applications, and ethical considerations. Students will learn to describe different types of AI and their common applications in everyday life. Key ethical issues such as fairness, accountability, transparency, and bias will be explored through real-world examples. The course emphasises critical thinking skills, enabling students to evaluate AI claims and differentiate between hype and reality. Students will gain an understanding of how machine learning works, including commonly used algorithms and current AI technologies across various sectors.

The course also addresses the ethical implications of AI, covering data privacy, security, and the impact on personal freedoms. Students will analyse AI applications in key areas such as healthcare, finance, and law, evaluating both successful and problematic case studies to develop practical AI solutions. By the end of the course, students should be able to critically assess the effectiveness and challenges of various AI implementations, understand ethical considerations and biases, and propose strategies for responsible and ethical AI deployment.

This one-day workshop will help you teach participants how to:

- Describe the fundamentals of AI, including different types and common applications in everyday life.
- Understand and discuss key ethical issues in AI, such as fairness, accountability, transparency, and bias, with the help of real-world examples.
- Apply critical thinking principles to evaluate claims about AI, differentiating between hype and reality through practical exercises.
- Explain how machine learning works, identify commonly used algorithms in AI, and recognise AI technologies currently in use across various sectors.
- Discuss the ethical implications of AI, including data privacy, security, and its impact on personal freedoms, and critically assess how to balance these issues with technological innovation.

## AI and Problem Solving

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Balancing the use of data with human problem solving requires a nuanced approach that recognises the strengths and limitations of both. By integrating data with human judgment, fostering cross-functional collaboration, and building a data-literate culture, organisations can solve problems in a more informed, ethical, and sustainable way.

This course introduces Artificial Intelligence (AI) and its role in solving real-world problems. Participants will explore key AI concepts, tools, and technologies such as machine learning, data-driven decision-making, and popular AI platforms. The course covers practical aspects such as building and integrating AI models, ethical considerations such as bias and privacy, and the future impact of AI on industries and employment.

This one-day workshop will help you teach participants how to:

- Understand the fundamentals of AI and its capacity for solving problems.
- Use specific AI tools and technologies that facilitate problem-solving.
- Explain how machine learning models are developed and used in AI solutions.
- Implement AI solutions in real-world problem-solving scenarios.
- Discuss the ethical implications of using AI in problem-solving.
- Speculate on future trends and the evolving role of AI in solving complex problems.
- Apply the knowledge and skills that are learned to a real or simulated problem.

## Digital Transformation Technology and Digital Skills

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This course will introduce businesses and individuals to the concept of digital literacy, explore emerging technology trends, and underline the value of fostering a digital mindset and culture of continuous learning. By the end of this course, participants will be primed to assess their organisation's digital capabilities and determine which technologies would be a good fit.

This one-day workshop will help you teach participants how to:

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- Assess their organisation's current digital capabilities and know how to determine whether a particular technology aligns with business needs.
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- Understand the transformative potential of technology, such as AI, automation, e-commerce, and data analytics tools, and how they can impact businesses.
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## Microsoft Excel Online

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Excel 365 Online is Microsoft's cloud-based, easy-to-use spreadsheet program. This course is intended to help all users get up to speed with Excel 365 Online. By the end of this course, users should be comfortable with creating a new spreadsheet, working with basic formulas and functions, and making a spreadsheet look professional and presentable.

- **Getting Started**

In the first lesson, students will learn how to identify the components of the Excel Online interface as well as some Excel terminology and how to navigate the app. We also take a look at the basic options for managing workbooks and how to get help in Excel Online.

- **Working with Data**

Next, we explore how to use formulas and functions, how to work with data, rows, and columns, and how to sort and filter data.

- **Formatting a Worksheet**

Then, we teach students how to format text and cells, align cell contents, use find and select tools and how to apply, customise and clear conditional formatting.

- **Adding Pictures and Shapes**

In this lesson, students will focus on how to insert, rotate, resize, and delete pictures and how to insert and format shapes.

- **Organising Worksheet Data with Tables and Charts**

Next, we take a look at how to create and customise tables, how to insert charts and customise them to ensure data is displayed properly.

- **Using Pivot-Tables**

Then, we will teach students how to insert PivotTables, work with PivotTable data and how to sort and filter that data.

- **Finalising Workbooks**

In the final lesson, we cover how to insert, edit, and delete comments. Creating and customising additional worksheets, and some of the ways to customise the view options of each workbook are also discussed.

## Microsoft Power BI

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This powerful collection of software, apps, and services will help you analyse your organisation's data and uncover insights and trends. This course will show you how to link and model data in Power BI and create visual reports that reveal data insights. Although the Power BI desktop client will be the primary focus, an introduction to the Power BI web app will also be provided.

- **Getting Started**

In the first lesson, we describe the components of Power BI, and students will learn how to work with Power BI files, connect to data sources with the Power BI desktop clients, create a report and visualisations and work with visualisations.

- **Working with Data**

This lesson covers how to transform and sanitise data, use the query editor, model data and manage relationships.

- **Working with Reports and Visualisations**

Next, we will look at managing report pages, changing report view options, working with visualisations and their data and adding static objects to a report.

- **A Closer Look at Visualisations**

This lesson is all about creating and managing visualisations. The types of visualisations covered are Matrixes, Tables, Charts, Maps, gauges, Cards, KPIs and Slicers.

Thank you for exploring the SPS Training Corporate Course Guide. We are committed to providing top-quality training solutions that empower organisations to thrive in an ever-changing business environment. Our courses are not just about learning; they are about transformation—equipping your team with the skills and confidence to lead, innovate, and succeed.

Now is the perfect time to take the next step. Whether you are interested in enhancing communication, embracing digital transformation, or building effective leadership skills, SPS Training is here to support your journey.

 **Ready to take the next step?**

Reach out to us today at **[enquiries@sps-training.com](mailto:enquiries@sps-training.com)** to discuss how our training solutions can help you achieve your goals. Together, let's build a stronger, more capable team.