

OCEG's Personal Development Series

1. Anger Management

The course is offered to people who need to learn how to control their temper when they find themselves challenged or in conflicts. We get angry from time to time and get offended by people's words, behaviour or attitude and feel anger and resentment. The way we react to the feeling of anger, how we control our emotions and our communications skills are essential in managing our angry and frustrated emotions. The solution is not to stop getting angry, but to learn how to control the response and use assertive communication.

2. NLP Core Skills

This course is an introduction to NLP. Delegates learn about the history of NLP, what it is all about and how it can come to help them in various areas of their lives.

Neuro Linguistic Programming or NLP is a body of knowledge that explicitly deals with enhancing your mind. NLP examines patterns of behaviour and helps people increase their self-awareness. Effectively, people can use NLP to reprogram their mind, change the patterns of their thoughts and emotional behaviours. NLP brings together three distinct areas of neuroscience, linguistics and behavioural patterns.

3. Business Etiquette

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

4. Delivering Constructive Criticism

When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way. Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviours and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

5. Goal Setting & Getting Things Done

Understanding your desires and being able to set goals to get you to said desires is the difference between successful people and others. Successful people are often determined, focused and persistent in going after what they want. Knowing goals helps leaders to share them with their teams so everyone knows where they are heading. This course helps delegates systematically explore goal setting on low-level day-to-day objectives as well as on a grander scale on life mission statements, career goals and long-term goals using effective techniques to achieve them.

6. Assertiveness & Self-Confidence

Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful. It will give delegates an understanding of what assertiveness and self-confidence each mean and how to develop those feelings in their day-to-day lives.

7. Time Management

Everyone needs to deal with incoming "stuff" on a daily basis, whether they are mails, emails, calls, messages, your own thoughts or even random events like the breakdown of your car. We need to deal with a collection of unrelated stuff at work and at home using only "one" mind. If you increase your efficiency in dealing with these, you stand to gain enormously. This course focuses on fundamental principles, guidelines, attitudes and organisation systems whereby delegates form their own system based on their own life style.

8. Body Language Basics

Since many of our achievements in life depend on how well we interact with others, it is quite critical to know how to communicate beyond words. Imagine how much you can gain by reading people by looking at their legs, arms, head, gesture, posture, eyes, mouth and hands, all before they say a single word. You can read their feelings before they tell you about them. Knowledge of body language signals can greatly help people in many areas such as communication skills, leadership skills, customer services, sales skills and so on.

9. Administrative Support

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. Delegates will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skilfully. Making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviours in a short amount of time.

10. Executive & Personal Assistants

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether you are updating schedules, making travel arrangements, minute taking, or creating important documents all must be done with a high degree of confidentiality. Delegates will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper.

11. Writing Skills for Business, Email, Proposal, Report & Technical

The ability to communicate clearly is an important skill. Many of today's interpersonal communication take place through writing. Targeted, concise and persuasive text can make all the difference when trying to convince someone of your ideas, services or products. Achieving results through proposals, reports, technical texts, emails, memos, etc. depends on your ability to successfully persuade your readers and help them understand your ideas and act on them.

12. English Communication & Grammar Clinic

In this English course, the basics of conversational English are covered, such as what you might say when you meet people for the first time and how to talk to people and make new friends. This course allows you to practise some simple conversational techniques that will give you confidence when meeting and greeting people using the English language as well as reviewing basic auxiliary verbs, main verbs, adjectives and open questions.

13. Grooming and Attitude for Success in the Workplace

The first impression is the one that lasts! Despite what we may wish about our society, we still measure a person's status or personality through his or her dress and appearance. Employees are often the first impression a client or customer receive of an Organization. The way employees and representatives present themselves can and will reflect their company, their supervisors and even their job performance. This course will discuss basic personal hygiene as well as different processes that prepare employees for a specific position within a company.