



Institute of Competency and Wellness
"Investing in Excellence"

CORPORATE EMPLOYEE DEVELOPMENT AND WELLNESS



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BACKGROUND

The Institute of Competency and Wellness (ICW) is an established organization with a passion for continued learning and assisting others in achieving their personal and career goals. ICW provides an easy and affordable gateway to achieving desired personal development through workshops, training, e-learning courses and employee wellness services. "Founded in 2012, Durban South Africa, ICW serves both local and international sectors with its team of well qualified subject matter experts who will bring out the best you."

EMPLOYEE COMPETENCY & WELLNESS FRAMEWORK

Our core focus is the attainment of employee wellness through the building of personal competencies, from effectively managing stress and conflict - right through to work-life balance, creative problem solving and critical thinking. Through building of these competencies, employees are better equipped with necessary skills to effectively deal with life's challenges both at work and at home.





Our diverse team of professionals are registered with the following statutory bodies:

- Health Professions Council of South Africa (HPCSA): Psychologists & Counsellors, Medical Doctors & Dietitians
- South African Council for Social Service Professions (SACSSP): Social Workers Child and You Care Professionals
- Law Society of the Northern Provinces (LSNP): Legal Professionals
- Financial Sector Conduct Authority (FSCA): Finance Professionals
- Health and Fitness Professional Association (HFPA): Health and Fitness Professionals
- Employee Assistance Program Association (EAPA): Psychology Professionals
- Engineering Council (UK): Engineering & Statistical Analysis Professionals
- South African Council for Educators (SACE): Engineering & Statistical Analysis Professionals

OUR PHILOSOPHY

Our understanding of the human psyche, the human mind and its functions relating to behaviour, empowers us to help bring out the best in you, in order to relate well to others and to live life to the fullest.



MISSION STATEMENT

Our mission at the Institute of Competency and Wellness is to provide quality and accessible training, interventions and counselling, and thereby assist our clients to overcome personal barriers and reach their full potential.

VISION

Our vision is transforming lives and communities through competency development.

OUR CORE VALUES



OUR SERVICES

1. Competency & Wellness Workshops/Training in the following areas:

- Personal Competencies
- Leadership & Management Competencies
- Human Resources Competencies
- Office Administration Competencies
- Computer Competencies: Microsoft Office
- Core Business Competencies
- Sales and Marketing Competencies

*see appendix or website for full list of topics.



All workshops are 5-8 hours long and where necessary, can be conducted as training sessions over a two day period (e.g. Customer Service training). Detailed curriculums for each workshop can be found on our website.



2. Employee Assistance Program

Our employee assistance program (EAP) is designed to assist employees with personal problems and/or work-related problems that may impact their job performance, health, mental, emotional and family well-being. Our EAP is comprised of confidential professional services that provide employees with support in the following areas:

- Employee Wellness Counselling
- Family Care Support
- Legal Well-being
- Financial Well-being Services
- Health & Fitness (Includes Nutrition)



2.1 Employee Wellness Counselling

You are not alone - Our confidential counselling support is provided via telephonic and face-to-face sessions. Referrals for further support from ICW specialist teams i.e. legal, finance and family support may be done for the following areas:

- Financial Planning and Difficulties
- Legal advice
- Trauma, HIV/AIDS and other chronic diseases - Family and Relationship problems
- Alcohol, Gambling and Substance Abuse



2.2 Family Care Support Services

Our employee assistance services supports employees and their families by providing information and guidance on various topics that affect family life. We provide family support through our qualified and professionally registered psychologists, psychological counsellors, social workers, child and youth workers and medical doctors in the following areas:

- Parental Guidance
- Domestic Violence Support
- Care Giving Guidance
- Substance Abuse Support
- Child Support
- Vocational Guidance



2.3 Financial Well-Being

Financial stress affects most employees. We assist employees to carve their path to financial security by equipping employees with skills to better manage their money i.e. to savings, paying off debt, provide competitive insurance options, and investment options.

We provide tailored assistance to employees with financial challenges through online/telephonic:

- Financial Assessments & Guidance
- Debt Counselling.
- Sourcing Competitive Insurance

2.4 Legal Well-Being

Our legal well-being provides peace of mind in times of turmoil because, having access to the best legal advice will reduce the emotional and financial stress on you and/or your family, in the event of a crisis.

Employees receive the following:

- Online legal advice on a range of legal matters e.g. family law, property and business law.





3. Graduate Career Kick-off Programme

Graduates usually feel overwhelmed by the weight of the responsibility that comes with their new position. The Graduate Career Kick-off Programme seeks to close the gap between academic learning and the work environment. This career kick-off training programme will provide graduates with a platform for success in their respective careers, through providing them with the essential soft skills.

This programme consist of 4 X 1 day workshops, and is best conducted within the first six months of graduates joining the organisation. The four workshops typically are:

- Communication Strategies
- Teamwork
- Work Ethic and Corporate Behaviour
- Personal Productivity and Goal setting

4. Corporate Culture Assessment and Intervention

We offer a workplace culture interventions by first assessing the workplace culture and thereafter providing the most suitable intervention(s). These interventions can include the following:

Team Interventions
Workshop/Training Sessions
Employee Counselling Services

5. Team Building Sessions

Our team building sessions are designed for both employees as well as executive management.

5.1 Employee Team Building

This is conducted as a one-day off-site program. Tea breaks and lunch is accommodated for.

5.2 Executive Management Team Building

This is conducted as a two-day retreat for managers and their spouses (where applicable).

6. Access to our Electronic Health Programme

Our E-Health programme includes:

- The latest health trends, wellness news and medical research.
- Wellness assessments.
- Ask the professional, services, where employees can ask various experts in the fields of medicine, nutrition and fitness confidential health questions.

7. Health and Wellness Brochures

Monthly Brochures will be placed on all employees desks, covering relevant health and wellness issues/topics.





Sales and Marketing Competencies

1. Body Language Basics
2. Call Centre Training
3. Coaching Salespeople
4. Contact Centre Training
5. Creating a Great Webinar
6. Customer Support
7. Internet Marketing Fundamentals
8. Marketing Basics
9. Media and Public Relations
10. Motivating Your Sales Team
11. Multi-Level Marketing
12. Negotiation Skills
13. Overcoming Sales Objections
14. Personal Branding
15. Prospecting and Lead Generation
16. Sales Fundamentals
17. Telephone Etiquette
18. Top 10 Sales Secrets
19. Trade Show Staff Training

Administration Competencies

1. Administrative Office Procedures
2. Administrative Support
3. Archiving and Records Management
4. Basic Bookkeeping
5. Executive and Personal Assistants
6. Telephone Etiquette



Workshop/Training List

Personal Competencies

1. Anger Management
2. Appreciative Inquiry
3. Assertiveness and Self-Confidence
4. Attention Management
5. Body Language Basics
6. Civility in the Workplace
7. Communication Strategies
8. Conflict Resolution
9. Creative Problem Solving
10. Crisis Management
11. Critical Thinking
12. Developing Creativity
13. Emotional Intelligence
14. Goal Setting and Getting Things Done
15. Improving Mindfulness
16. Improving Self-Awareness
17. Increasing your Happiness
18. Interpersonal Skills
19. Job Search Skills
20. Life Coaching Essentials
21. Managing Personal Finances
22. Managing Workplace Anxiety
23. Networking (Outside the Company)
24. Personal Productivity
25. Public Speaking
26. Social Intelligence
27. Stress Management
28. Time Management
29. Work-Life Balance
30. Workplace Diversity
31. Workplace Harassment

Leadership and Management Competencies

1. Being a Likeable Boss
2. Change Management
3. Coaching and Mentoring
4. Creative Problem Solving
5. Delivering Constructive Criticism
6. Developing a Lunch and Learn
7. Developing New Managers
8. Employee Motivation
9. Employee Recognition
10. Generation Gaps
11. High Performance Teams (Inside the Company)
12. High Performance Teams (Remote Workforce)
13. Leadership and Influence
14. Manager Management
15. Meeting Management
16. Office Politics for Managers
17. Performance Management
18. Servant Leadership
19. Women in Leadership
20. Team Building for Managers
21. Teamwork and Team Building

Human Resources Competencies

1. Business Succession Planning
2. Conducting Annual Employee Reviews
3. Employee Onboarding
4. Employee Recruitment
5. Employee Termination Processes
6. Event Planning
7. Health and Wellness at Work
8. Hiring Strategies
9. Millennial Onboarding
10. Talent Management
11. Train the Trainer

Business Competencies

1. Basic Bookkeeping
2. Budgets and Financial Reports
3. Business Acumen
4. Business Ethics
5. Business Etiquette
6. Business Writing
7. Collaborative Business Writing
8. Contract Management
9. Creative Problem Solving
10. Customer Service
11. Developing Corporate Behaviour
12. Entrepreneurship
13. Facilitation Skills
14. Handling a Difficult Customer
15. Negotiation Skills
16. Networking Within the Company
17. Organizational Skills
18. Presentation Skills
19. Project Management
20. Proposal Writing
21. Social Media in the Workplace



PROFESSIONAL AFFILIATIONS

