



COURSE CATALOGUE



COURSE CONTENT

Organisational Onboarding	3
Introduction to Performance Success	4
Critical Thinking	5
Courageous Conversations	6
Developing A Customer-Centric Mindset	7
Leading Self	8
Leading Others	9

At ADvTECH, our organisational culture unites us and fuels our motivation to work here. We think and act like business owners, taking personal accountability for both our individual performance and the organisation’s overall success.



Who Should Register?

- All new employees.
- Employees looking to refresh their knowledge.



Duration

This is a 30-minute online course. New employees are also expected to spend an additional 5 hours exploring ADvTECH’s overall operating model.



Venue

This is an online course. You can study wherever you are, at your own pace.



COURSE INFORMATION:

This short course consists of 4 modules.

MODULE 1

Core element of our strategy

- Academic excellence.
- Growth.
- Excellence through specialization
- Customer focus.

MODULE 2

A House of Brands

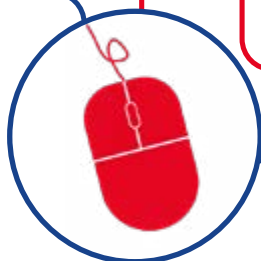
- ADvTECH Schools
- ADvTECH Tertiary
- ADvTECH Resourcing

MODULE 3

- Our business model.
- Overview of the six types of capital.

MODULE 4

- Competitive remuneration packages and benefits.
- Growth and development opportunities.
- A culture that promotes high performance and high engagement.



LEARNING OUTCOMES:

Upon completion, you will be able to:

- Understand how ADvTECH was established.
- Have a knowledge of ADvTECH’s corporate strategy and how it functions.
- Recognise why ADvTECH is considered a “House of Brands.”
- Identify ADvTECH’s divisions and group departments, along with their roles.
- Understand what makes ADvTECH a great place to work.

Introduction to Performance Success

The Performance Success Course is designed to help employees and managers understand, implement, and optimise performance management practices to drive individual and organisational success. It focuses on building a growth-oriented culture, setting clear expectations, and fostering continuous development.



Who Should Register?

All new employees.



Duration

This is a 90-minute online course, followed by 60-minute one-on-one monthly meetings with your line manager.



Venue

This is an online course. You can study wherever you are, at your own pace.



COURSE INFORMATION:

This structured course, consists of 4 sections, providing an introduction to Performance Success.

MODULE 1

Benefits of Performance Success:

- What is performance success?
- What is the link between strategy and performance success?

MODULE 2

Agile performance management:

- Learn how performance management has evolved over the years.

MODULE 3

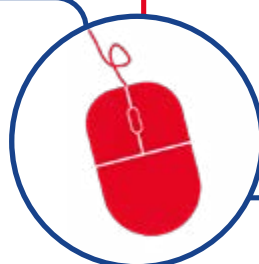
Growth Mindset:

- How to transition from a fixed to a growth mindset.

MODULE 4

Performance Success process:

- Gain a clear understanding of the 5 phases of the performance success process.



LEARNING OUTCOMES:

Upon completion, you will be able to:

- Recognise the benefits of effective performance management.
- Distinguish between traditional and agile performance management practices.
- Identify the key differences between a fixed and growth mindset.
- Understand and apply the Performance Success process and its core elements.
- To see the link between Development and Performance Success.

This course is designed to equip you with essential skills and strategies to enhance your critical thinking and effectively apply it to problem-solving across various domains.



Who Should Register?

- Line managers.
- All employees who are involved in decision making in their roles.



Duration

This is a 60-minute online course. During your one-on-one meetings with your Line Manager, identify a challenge where you can apply your critical thinking skills, and specify which method you used to address it.



Venue

This is an online course. You can study wherever you are, at your own pace.



COURSE INFORMATION:

This short course consists of 5 modules.

MODULE 1

Critical thinking to make your job easier.

MODULE 2

What is critical thinking?

- Critical thinking at work or the office.

MODULE 3

What is systems thinking?

MODULE 4

- How does critical thinking benefit me?
- How can I improve my critical thinking?

MODULE 5

- How can I ask good questions to enhance critical thinking?
- How can I identify instances of unhelpful thinking?
- How can I apply a problem solving process?
- How can I help others to think critically?

LEARNING OUTCOMES:

Upon completion, you will be able to:

- Understand the principles of critical thinking and how to apply them effectively.
- Recognise common barriers to critical thinking.
- Identify flawed reasoning and detect misinformation.
- Support others in developing their critical thinking skills.
- Formulate insightful and effective questions.

Difficult conversations are an inevitable part of any workplace. Whether you're addressing performance issues, providing feedback, or resolving conflicts, the ability to manage these discussions with confidence is a critical skill for success. Our Courageous Conversations short course is designed to equip you with the tools and techniques needed to communicate effectively and drive meaningful outcomes.



Who Should Register?

- Leaders and managers looking to enhance team communication.
- Professionals aiming to handle workplace discussions with confidence.
- Anyone committed to creating a more transparent and supportive work environment.



Duration

Each module is designed to be completed in one week (7 days). The full course can be completed in four weeks.



Venue

This is an online course. You can study wherever you are, at your own pace.



COURSE INFORMATION:

This structured, interactive course consists of four modules, each focusing on critical aspects of courageous conversations:

MODULE 1

Introduction to courageous conversations

- Fundamentals of courageous conversations.
- Characteristics of courageous conversations.

MODULE 3

Creating shared meaning in a conversation

- Developing an action plan for shared understanding.
- Self-evaluation techniques.

MODULE 2

Approaching a courageous conversation

- Techniques for starting a courageous conversation.
- Navigating self-awareness.

MODULE 4

Turning courageous conversations into actions

- Dialogues and decision-making.
- Applied tools and techniques.



LEARNING OUTCOMES:

Upon completion, you will be able to:

- Identify key characteristics of courageous conversations.
- Manage emotions effectively during high-stakes discussions.
- Apply practical techniques when approaching a courageous conversation.
- Recognise and adjust behaviours that impact communication.
- Utilise listening and speaking tools for effective dialogue.
- Assess and refine your own approach to tough conversations.
- Apply decision-making techniques within a team setting.
- Use consulting and voting methods to enhance decision-making.

Developing A Customer-Centric Mindset

This 4-week online short course in Developing a Customer-centric Mindset will introduce you to the fundamental concepts and theories of customer-centricity. It aims to give you the knowledge and skills needed to build and maintain optimal customer relationships.



Who Should Register?

- Employees in customer-facing roles.
- Teams looking to improve service and client interactions.
- Leaders wanting to instill a customer-first culture.



Duration

Each module is designed to be completed in one week (7 days). The full course can be completed in four weeks.



Venue

This is an online course. You can study wherever you are, at your own pace.



COURSE INFORMATION:

This short course consists of four modules and two units for each module, making a total of eight units designed for easy understanding and practical application.

MODULE 1

The customer-centric paradigm shift

- Unit 1: Introduction to customer centricity.
- Unit 2: Towards a customer-centric culture.

MODULE 2

The 5Es framework for customer relationships

- Unit 1: Understanding customer relationships.
- Unit 2: Managing customer experience.

MODULE 3

The customer-centric mindset

- Unit 1: Foundations of creating customer-centric values.
- Unit 2: Creating smart trust with customers.

MODULE 4

Sustainable customer-centric strategies

- Unit 1: Mapping the customer journey.
- Unit 2: Optimising customer value by implementing customer-centric initiatives.



LEARNING OUTCOMES:

Upon completion, you will be able to:

- Discuss the significant importance and benefits for organisations to adopt a customer-centric mindset.
- Discuss the three key areas of an organisation that should be investigated to develop a customer-centric organisational culture.
- Develop a framework to address customer relationships in an organisation with specific reference to the 5E Framework.
- Apply certain techniques that teams, departments and organisations can use to improve customer collaboration for improved service delivery.
- Explain the benefits of organisations that are able to achieve an organisational customer-centric mindset with specific reference to the importance of organisational culture.
- Propose how to create smart and trusting relationships with customers by using the Trust Equation.
- Develop a customer journey map.
- Apply the customer-centricity training model in the workplace.

This course is designed to help you understand your role as an individual contributor within the organisation and your development journey. This includes enhancing your personal effectiveness as a team member, growing your current skill set and empowering you to achieve career growth.



Who Should Register?

All Employees



Duration

Each of the modules in this course should take you no more than one week (7 days) to complete, and the course in total should take you 6 weeks to complete.



Venue

This is an online course. You can study wherever you are, at your own pace.



COURSE INFORMATION:

This short course consists of 6 Modules. The learning content will be divided into 2 Parts.

MODULE 1

Leading self

- What does the "Leading Self" involve?
- Your personal effectiveness.

MODULE 3

Enhancing personal effectiveness

- Develop key skills and behaviours for personal productivity and growth.
- Behaviours affecting personal productivity.
- Improve empathetic listening and EQ.
- Apply EQ in digital communication.

MODULE 5

Fostering teamwork and collaboration

- Teamwork and collaboration.
- Develop diversity sensitivity and appreciation.
- Personal strengths and contributions to improve team synergy.

MODULE 2

Performance success

- Understand the principles of performance success in practice.
- Apply these principles in your annual performance success cycle.
- Build your Individual development plan based on your performance coaching and insights.

MODULE 4

Adopting a customer-centric mindset

- How do you embrace a win-win philosophy?
- How do you embed customer-centricity in daily practices?
- How do you problem solve with a win-win approach?

MODULE 6

Committing to continuous improvement

- Self-Led Development
- Holistic Well-Being
- Growth Mindset



LEARNING OUTCOMES:

Upon completion, you will be able to:

- Understand the leadership pipeline to identify personal development needs and career progression paths.
- Understand the principles of Performance Success and how to put them into practice.
- Identify key skills and behaviours needed for personal productivity and professional growth.
- Understand what is required to master empathetic listening and improve your emotional intelligence to communicate effectively.
- Understand the Win-win Philosophy to foster mutual benefit and customer-centric practices.
- Create synergy as part of a team to enhance performance.
- Instill a culture of development in a holistic approach to achieve your personal goals.

Unlock your leadership potential with the Leading Others course. Explore key topics such as Effective Delegation, Team Empowerment, and Performance Success. Learn to lead as a coach, build trust, foster team belonging, and develop resilience. Enhance your managerial skills and drive team success with practical strategies and insights. Join us to lead with confidence, inspire your team, and make a lasting impact on your organisation.



Who Should Register?

Line Managers



Duration

Each of the modules in this course should take you no more than one week (7 days) to complete, and the course in total should take you 6 weeks to complete.



Venue

This is an online course. You can study wherever you are, at your own pace.



COURSE INFORMATION:

This short course consists of 6 modules. The learning content will be divided into 2 Parts.

MODULE 1

Leading others

Transition from managing self to managing others | Personal effectiveness | Developing leadership skills and mindset

MODULE 3

Performance success

- Effective goal cascade and performance coaching.
- Goal setting principles.
- Setting clear organisational goals.
- Continuous coaching to ensure goal completion | Coaching leadership.

MODULE 5

Resilience and adaptability

- Understanding resilience and adaptability.
- Cultivating adaptability.
- Developing a growth mindset.

MODULE 2

Effective delegation and empowerment

- High-performance teams.
- Effective delegation and empowerment.
- Best approaches for team effectiveness.
- Effective team leadership.
- Optimising team processes and dynamics.
- Empowering and accountability techniques.
- Building trust and transparency.

MODULE 4

Building trust and belonging

- Building trust and belonging.
- Leading others' core values.

MODULE 6

Continuous learning

- The importance of continuous learning and growth.
- Fostering a learning culture.



LEARNING OUTCOMES:

Upon completion, you will be able to:

- Apply principles for leading others to navigate the transition from managing self to managing others.
- Understand how to master delegation and empowerment strategies to enhance team accountability and communication.
- Understand effective goal cascade to better manage team goal setting, performance coaching, and contributing to organisational success.
- Utilise coaching tools and approaches to develop your team and empower them to deliver exceptional performance.
- Articulate a clear vision to inspire and motivate teams towards collective goals.
- Build trust and create a sense of belonging within diverse teams and organisations.
- Develop resilience and adaptability as key leadership qualities.
- Commit to ongoing personal and professional development as a leader.