KWAZULU-NATAL
SHARKS BOARD
Maritime Centre of Excellence

TERMS OF REFERENCE: BUSINESS ETIQUETTE/DISCIPLINE IN THE WORKPLACE TRAINING FOR OPERATIONS STAFF

Course Outline (non-credit bearing) x1 day training

- What it means to be part of an organisation and uphold its culture
- The commitments and expectations that come with employment
- Workplace ethics and the company's code of conduct, including punctuality, informing your manager on absence
- Understanding non-verbal communication: posture, gestures, and eye contact
- Mastering workplace greetings, introductions, and polite conversation
- Personal space and respectful interactions in the workplace
- Addressing and responding to inappropriate behaviour
- Effective communication skills
- Business Communication skills
- Volume of voice
- Being polite
- Respectful communication
- Listening skills
- Professional dress code
- Ethics

Performance training reviews

- Training must be delivered in English and isiZulu

- The KZN Sharks Board has different sites which are listed below and the service provider must travel and deliver the training at ALL the venues/sites stated in the table below.
- The facilitator must provide attendance registers, certificates and printed study material. It must be noted that some of the sites don't have internet connectivity
- The service provider must provide a light breakfast and a light lunch.
- The dates of the training will be by mutual agreement

Groups	Venue/Training site	No of Employees
Richards Bay	KZNSB Richards bay base station	7
Ballito/ Zinkwazi & Relief Supervisor combined team	KZNSB Ballito base station	16
Umhlanga & Durban combined team	KZNSB Umhlanga HQ	20
Toti and Kingsburgh combine team	KZNSB Kingsburg base station	15

Pumula & Scottburgh teams	KZNSB Pumula base station	18
Margate/Munter/Sunwhich combined teams& Relief Supervisor	KZNSB Margate base station	20
Total Number of employees		96

MANDATORY

- The facilitator must provide a detailed CV indicating at least five (5) years and include copies of a relevant qualification for verification.
- Two letters of reference must be provided for verification.

Note: Payment will only be processed upon completion of the training, the submission of invoice, attendance registers and certificate of attendance.