

YOUR LOGO HERE
SOFT SKILLS TRAINING PROGRAMME

[INSERT DATE]

Let's Get To Work.

This model is challenging but immensely rewarding. **You will be building a new ecosystem for talent in South Africa.**

1 Overview

The Soft Skills Training Programme is designed to equip young professionals with essential soft skills for the workplace. Initially focused on general professional development, the programme has evolved to address the digital skills landscape, recognising the unique demands of modern, technology-driven workplaces. It has proven effective in helping young technical recruits transition into their professional roles with confidence, adaptability, and a deeper understanding of workplace dynamics. The programme is designed to be carried out in bite-sized sessions which accommodate the demands of the technical training programme.

2 Purpose

The primary aim of the programme is to:

- Develop critical soft skills for young professionals entering the digital workplace.
- Enhance employability and readiness for real-world challenges.
- Build resilience, adaptability, and professionalism.
- Foster personal and professional growth to contribute effectively to organisational goals

3 Programme Components

3.1 Daily Routines

Candidates will begin each day with a structured check-in process, ensuring punctuality and accountability. Attendance will be recorded in a centralised attendance register, emphasising the importance of consistency and discipline. This session will give the candidates an opportunity to speak on the work they are doing, building report-back skills which are essential in a technical environment, where it is normal from time to time to be required to present a project to stakeholders.

3.2 Scorecard

The programme includes a soft skills scorecard to monitor progress. Monthly or quarterly evaluations based on participation, engagement, and demonstrated skills will help track improvement and identify areas for further development. Candidates are measured on technical delivery as well as behaviours displayed in the work environment. The scorecard uses a colour-coded rating scheme, with a scale from 1-5. The following behaviours are measured on the scorecard.

- Energy
- Curiosity
- Positive Orientation
- Leadership
- Communication
- Attendance and Punctuality

4 Public Profile Creation (LinkedIn, CV Building)

Candidates will be guided in creating professional LinkedIn profiles and crafting impactful CVs. This process ensures they can present their skills effectively in the digital and traditional job markets.

4.1 Profile Creation (LinkedIn, CV Building)

- The originator company for the Outsourced Digital Internship programme has partnered with an apparel company to provide appropriate interview clothing for candidates who do not have suitable clothing to wear to an interview.
- Candidates will learn correct interview techniques, dress codes, and body language to make a positive impression during interviews.

5 Course Delivery

The programme will combine workshops, face-to-face (F2F) sessions, and online modules to maximise accessibility and engagement. Progress will be assessed through regular assignments, role-playing and presentation exercises, and structured feedback.

5.1 Psychological Support

Psychological support services will provide participants with tools to manage stress, build resilience, and address mental health challenges. This ensures a supportive learning environment conducive to growth. In the originator company environment, this came in the form of a psychologist coming into the office on designated days to consult with candidates who need support, as well as conduct group sessions.

5.2 Intervention and Disciplinary Process

Candidates will be under the supervision of a Candidate Support Manager for their well-being while on the programme. Intervention strategies will include one-on-one coaching sessions, tailored guidance plans and performance improvement plans. A structured disciplinary process will address persistent behavioural challenges while prioritising support and development.

5.3 Other Components

- Incorporation of AI Governance, Risk, and Compliance (GRC) and POPIA into soft skills training. Given the potential intrusiveness of AI, it is important for candidates to be mindful of responsible use of AI, while ensuring compliance with data protection laws.
- Periodical group sessions for group reflections and module discussions.\

5.4 Soft Skills Course

The course aims to provide actionable strategies for personal and professional development and is designed to be completed over the 12 months that the candidates are enrolled in the work-integrated programme. The course is largely online and self-directed, but the support manager can periodically arrange group sessions to unpack essential concepts and check for understanding. Candidates are expected to spend 1h30 per week on Soft Skills online training.

6 Course Content

6.1 Module Breakdown by Week

Week	Module	Topics
1	Orientation	Onboarding, Company Values, POPIA
2-10	Personal Mastery	Self-Awareness, Growth, Performance, Goal Setting
11-20	Business Communication	Effective Communication, Written Communication, Verbal Communication, Active Listening, English for IT
21-30	Socialisation	Teamwork, Emotional Intelligence, Branding, Ethics, Diversity
31-40	Problem Solving	Critical Thinking, Conflict Resolution, Collaborative Problem Solving
40-45	Managing Personal Finances	Earning, Spending, Borrowing, Investing

Detailed Module Objectives

6.2 Personal Mastery

- Build self-awareness to understand personal strengths, weaknesses, and areas for growth.
- Foster a mindset of continuous personal and professional development.
- Enhance individual performance through goal setting and effective strategies.
- Develop winning attitudes, choices, and behaviours for workplace success.
- Strengthen self-management skills for improved productivity and work-life balance.
- Reflect on progress and feedback to identify opportunities for improvement.

6.3 Business Communication

- Master effective communication techniques for diverse workplace scenarios.
- Improve written communication skills, including email etiquette and professional documentation.
- Enhance verbal communication for clear and confident interactions.
- Develop active listening skills to understand and engage effectively in conversations.
- Build industry-specific language proficiency through specialized English for IT modules.

- Apply learned communication skills in practical, real-world settings.

6.4 Socialisation

- Cultivate teamwork and collaboration skills for effective group dynamics.
- Build a strong personal and professional brand to stand out in the workplace.
- Learn strategies for managing performance and achieving professional goals.
- Understand and apply workplace ethics and etiquette for positive interactions.
- Develop emotional intelligence to navigate workplace relationships effectively.
- Embrace diversity and inclusion in a multicultural workplace.
- Adapt to changing workplace environments with resilience and flexibility.
- Strengthen leadership skills to inspire and guide teams.
- Create a positive and productive workplace environment Business Communication

6.5 Problem Solving

- Apply creative problem-solving techniques to generate innovative solutions.
- Use critical thinking to evaluate problems and make sound decisions.
- Resolve conflicts constructively to maintain healthy professional relationships.
- Collaborate effectively to solve complex workplace challenges.
- Plan for financial stability and secure a bright future through informed decisions.
- Work towards achieving long-term personal and professional dreams.

6.6 Managing Personal Finances

- Develop a foundational understanding of financial management principles to make informed decisions.
- Recognize the importance of financial planning and its impact on personal and professional success.
- Build skills to effectively manage income, expenses, debt, and investments.
- Cultivate responsible financial habits to achieve both short-term and long-term financial goals.

Closing Notes

This structured programme aims to bridge the gap between academic training and workplace demands, empowering participants with skills to succeed in a dynamic, digital-first world. Feedback mechanisms, supportive interventions, and a learner-centric approach will ensure the programme's effectiveness and adaptability.