



# Pollen

s e r i e s

# Overview of the Pollen Series Content and Learning Outcome

## 1. Personal Mastery

Active listening

Conflict management

Emotional intelligence

Time management

Controlling your anger

## 2. Life Skills

Stress management

Resilience

Making change easy

## 3. Career Management

Courageous conversations

Coaching

Mentoring

Teamwork

Motivation

Self-directed leadership



# Overview of the Pollen Series Content and Learning Outcome

## 4. Transversal Skills

Problem-solving

Decision-making

Diversity management

How to apologise

## 5. Personal Branding

Presentation skills

Being assertive

Telling a good story

Dress for success

## 6. Workplace Conduct

Meeting etiquette

Dealing with bullying

Sexual harassment

## 7. Relationship Building and Networking Skills

Dealing with difficult people

How to talk to anyone

Effective emails

## 8. Technical Skills

PC basics

# Overview of the Pollen Series Content and Learning Outcome

## 9. Risk Management

- Anti-bribery and corruption: introduction
- ABC-bribery
- Conflict of Interest
- ABC compliance
- Anti-money Laundering and counter terrorist financing
- AML/CTF suspicious transactions
- KYC: Know your customer

## 10. Automotive Series

- Practical selling skills

## 11. Compliance

- Risk management
- Labour Relations Act
- Basic Conditions of Employment Act
- Employment Equity Act
- Occupational Health and Safety Act
- Workplace ethics
- Protection of Personal Information Act
- Public Finance Management Act
- Workplace professionalism
- Treating customers fairly (TCF)
- FAIS awareness
- FICA (AML and CTF)

# Overview of the Pollen Series Content and Learning Outcome

## 12. Wellness

HIV-AIDS

Trauma and PTSD

## 13. Performance

Attitude

Awareness

Enthusiasm

Self-discipline

