

## Leadership and Management

Being a Likeable Boss	M, S
Coaching and Mentoring	M, S
Developing New Managers	E, M
Leadership and Influence	A
Leadership Skills	A
Leadership Styles	A
Manager Management	E, M
Middle Manager	E, M
Problem and People management	A
Servant Leadership	A
Supervising Others	E, M
Team Building for Managers	M
The Speed of Trust	A
Train-The-Trainer	M
Trust Building and Resilience Development	A
Virtual Team Building and Management	A
Women in leadership	M, S
AI and Leadership	M, S
Agile Leadership in Action	M, S
Leading Beyond Borders *	S
Voice of Authority: Speak like the CEO	M, S
The Connected Leader: Creating Psychological, Cultural, and Social Safety	M, S
Executive Leadership and Strategic Management Program *	S
Mastering the Unseen: The Art of Leadership in a Dynamic World	M, S

## Information Technology

Cyber Security	A
Digital Citizenship	A
The Cloud and Business	A

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All	Entry/Admin	Middle Management	Senior Management
A	E	M	S



## Human Resources

Conducting Annual Employee Reviews	E, M
Diversity and Inclusion	E, M
Employee Motivation	E, M
Employee Onboarding	E, M
Employee Recognition	E, M
Employee Recruitment	E, M
Employee Termination Processes	E, M
Hiring Strategies	E, M
Human Resource Management	E, M
Interview Skills	E, M
Job Search Skills	E, M
Performance management	E, M
Talent Management	E, M
Workplace Bullying	E, M
Workplace Diversity	E, M
Workplace Harassment	E, M
Workplace Violence	E, M
Succession Planning *	E, M

## Administrative Skills

Accountability in the Workplace	E, M
Administrative Office Procedures	E
Administrative Support	E
Archiving and Record Management	E
Basic Bookkeeping	E
Call Center Training	E
Contact Center Training	E
Executive and Personal Assistants	E, M
Meeting Management	E, M
Organisational skills	E
Telephone Skills	E

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## Personal Development

Advanced Body Language Skills	M, S	Mind Management	A
Advanced Emotional Intelligence	M, S	Neuro Linguistic Programming	M, S
Anger Management	A	Presentation skills	A
Assertiveness and Self-Confidence	A	Self Clarity	A
Attention Management	A	Self Confidence	A
Change Management	A	Self Courage	A
Communication skills	A	Self Discipline	A
Conflict Resolution	A	Self Engagement	A
Creating Happiness	A	Self Gratitude	A
Creative Problem Solving	A	Self Leadership	A
Crisis Management	A	Self Mastering	A
Critical Thinking	A	Self Motivation	A
Delivering Constructive Criticism	A	Self Optimism	A
Facilitation Skills	A	Self Purpose	A
Goal Setting and Getting Things Done	A	Self Starter	A
Health and Wellness at Work	A	Self-Awareness	A
High Performance Teams (Internal)	M, S	Self-Belief	A
High Performance Teams (Remote)	M, S	Self-improvement	A
Interpersonal Skills	A	Social Intelligence	A
Introduction to emotional intelligence	E	Social Learning	A
Knowledge Management	A	Stress Management	A
Lean Process and Six Sigma	M, S	Success Principles	A
Life Coaching Essentials	M, S	Ten Soft Skills You Need	A
Managing Anxiety	A	Unconscious Bias	A
Managing Workplace Anxiety	A	Wired for greatness	A
Master your mind	A	Work-Life Balance	A
The Science of Wellbeing *	A		

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## Workplace Essentials

Budgets and Financial Reports	M
Business Acumen	E, M
Business Ethics	A
Business Etiquette	A
Business Succession Planning	A
Business Writing	A
Civility In The Workplace	A
Collaborative Business Writing	A
Contract Management	E, M
Creating a Great Webinar	A
Event Planning	E
Managing Personal Finances	E, M
Managing Workplace Harassment	A
Media and Public Relations	A
Office Health and Safety	A
Office Politics For Managers	E, M
Project Management	M, S
Project Management 6th Edition	M, S
Responsibility in the Workplace	A
Risk Assessment and Management	M, S
Safety in the Workplace	A
Sensitivity Training	A
Service Excellence	A
Supply Chain Management	M, S
Team building	A
Team Building Through Chemistry	A
Teamwork and Team Building	A
Telework and Telecommuting	A
Time Management	A
Universal Safety Practices	A
Micro-Momentum- Achieving Big Goals with Small Wins	A
Mastering Kaizen – Continuous Improvement for Success	A

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## Sales and Marketing

Business Marketing	M
Coaching Salespeople	M, S
Creativity Thinking Outside the Box	A
Customer Service	E, M
Customer Support	E, M
Entrepreneurship	M, S
Handling a difficult customer	E, M
Handling complaints	E
In Person Sales	A
Internet Marketing Fundamentals	E, M
Introduction to negotiation skills	E, M
Marketing Basics	E, M
Motivating Your Sales Team	M, S
Multi-Level Marketing	A
Negotiation Skills	M, S
Networking (Outside the Company)	A
Networking (Within The Company)	A
Overcoming Sales Objections	A
Proposal Writing	E, M
Prospecting and Lead Generation	A
Public Speaking	E, M
Sales Excellence	A
Sales Fundamentals	E
Social Media in the Workplace	A
Social Media Marketing	A
Top 10 Sales Secrets	A
Trade Show Staff Training	A

## Motor Dealership \*

Dealership Principals	M
Parts Manager	E, M
Parts Sales Executive	E, M
Sales Executives	E, M
Sales Managers	E, M
Service Advisor	E, M
Service Managers	E, M

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## Courses On Best-Selling Books

Mastering Fierce Conversations- A Path to Meaningful Dialogue *	<b>Fierce Conversations</b> by Susan Scott teaches the transformative power of honest, courageous dialogue in both personal and professional contexts. The book emphasizes that meaningful conversations are essential for addressing real issues, building trust, and driving growth. Through principles like interrogating reality, provoking learning, and enriching relationships, it offers practical tools for tackling tough topics while maintaining respect and empathy. From this course, participants will learn how to communicate authentically, give and receive feedback effectively, and foster a culture of open, impactful conversations that lead to stronger relationships and better outcomes.
The Grit Factor- Unlocking Passion and Perseverance for Success *	Angela Duckworth's <i>Grit: The Power of Passion and Perseverance</i> reveals that the secret to extraordinary achievement lies not in talent but in the combination of sustained passion and relentless perseverance. Through compelling research and real-world examples, Duckworth shows that grit is a skill that can be cultivated by embracing a growth mindset, maintaining long-term focus, and finding purpose in our endeavours. This course teaches us that success is less about inherent ability and more about the effort we invest over time, equipping us with practical strategies to develop resilience, refine our goals, and stay committed even in the face of adversity.
Factfulness- Understanding the World Through Data and Optimism *	<i>Factfulness</i> by Hans Rosling reveals how common cognitive biases and misconceptions lead to an overly negative and inaccurate view of the world. By examining global trends through data, Rosling shows that in many areas—health, education, poverty, and more—the world is improving. The book introduces 10 instincts that skew our perception, such as the gap instinct (seeing divides where there are none) and the negativity instinct (focusing on bad news). From this course, we learn how to overcome these biases, interpret data accurately, and adopt a fact-based, optimistic perspective. This empowers us to make better decisions, communicate effectively, and tackle global challenges with confidence and clarity.

\* Launching January 2025

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The Great Economists	Linda Yueh's <i>The Great Economists</i> explores the transformative ideas of twelve influential economists, linking their theories to contemporary challenges such as inequality, financial instability, globalization, and technological change. Through this course, participants will learn how the principles of figures like Adam Smith, John Maynard Keynes, and Amartya Sen can offer practical solutions to modern issues. By understanding concepts like comparative advantage, creative destruction, and welfare economics, learners will gain tools to critically analyse economic policies and develop strategies to address global challenges, equipping them with the knowledge to make informed decisions in today's complex economic landscape.
Decoding the Giants *	Scott Galloway's <i>The Four</i> dissects the rise and dominance of Amazon, Apple, Facebook (Meta), and Google, exploring how they've become modern-day titans by tapping into fundamental human needs: consumption, identity, connection, and knowledge. Galloway reveals their unique strategies, market manipulation, and the societal impacts of their growth, including ethical dilemmas around privacy, labour, and regulation. Through this course, participants will gain a deeper understanding of what makes these companies so powerful and learn how to apply their strategies—such as customer obsession, ecosystem building, and data mastery—to drive innovation and competitive advantage in their own organizations
Noise-Free Decision Making	<i>Noise</i> , by Daniel Kahneman explores the pervasive problem of variability in human judgment and its often-overlooked impact on decision-making. Unlike bias, which skews decisions in a specific direction, noise is random and inconsistent, leading to errors across fields such as medicine, law, hiring, and insurance. Kahneman, along with Olivier Sibony and Cass Sunstein, highlights how even minor variations in context, mood, or perspective can lead to dramatically different outcomes for similar cases. The book emphasizes the importance of "decision hygiene" — systematic practices to reduce noise and improve judgment consistency. By studying <i>Noise</i> , participants will gain a deep understanding of the hidden costs of judgment variability and learn practical strategies to identify and mitigate noise in their decisions. This course equips individuals and organizations to adopt structured approaches like decision hygiene, ultimately leading to fairer, more accurate, and efficient outcomes in both professional and personal contexts.

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## Courses On Best-Selling Books

Mastering Radical Candor for Effective Leadership *	<i>Radical Candor</i> by Kim Scott offers a transformative approach to leadership by emphasizing the importance of balancing "caring personally" and "challenging directly." The book introduces a feedback framework that helps leaders navigate the delicate balance between being too harsh (Obnoxious Aggression) or overly empathetic (Ruinous Empathy) while avoiding dishonesty (Manipulative Insincerity). Through real-world examples and actionable advice, Scott demonstrates how building trust and fostering open communication can drive team performance and personal growth. This course teaches leaders to give and receive feedback effectively, build stronger relationships, and create a culture where candid, constructive conversations lead to continuous improvement and mutual respect.
The Brain Sell	<i>The Brain Sell</i> by David Lewis explores the fascinating intersection of neuroscience and consumer behaviour, revealing how emotional and unconscious processes drive purchasing decisions. The book highlights how sensory cues, emotional triggers, and environmental factors influence buyers more than logic or facts. From understanding the power of trust and storytelling to leveraging sensory marketing and digital personalization, this course equips participants with actionable strategies to connect with customers on a deeper, more instinctive level. By mastering these principles, sales professionals can craft compelling experiences that not only drive immediate sales but also foster long-term customer loyalty.
Superbosses: Unleashing Potential *	The concept of the "Superboss" was introduced by Sydney Finkelstein, a renowned professor of strategy and leadership, in his groundbreaking book <i>Superbosses: How Exceptional Leaders Master the Flow of Talent</i> . Through meticulous research, Finkelstein examined a wide variety of leaders across industries and uncovered a fascinating pattern: certain managers and leaders have a unique ability to foster extraordinary talent, shaping future stars and industry leaders. These "Superbosses" revolutionize the way we think about leadership, mentorship, and talent management.

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