

Graduate Development Programme

Professional, confident and customer-focused

Non-Credit Bearing

For graduates who want to build professional credibility through workplace readiness

Bringing graduates into your organisation is an investment in future capability. The transition from academic success to workplace performance is, however, often problematic. Even high-potential graduates can struggle with the practical realities of professional life. They have to navigate expectations that are not always clearly stated, communicate with confidence across levels, balance multiple priorities, and write in a style that is true to the standards of your brand.

Designed to integrate seamlessly into corporate graduate programmes, the learning is practical, workplace-relevant, and immediately applicable. Graduates work through realistic scenarios drawn from modern business environments, allowing them to practise how they respond under pressure, how they manage competing deadlines, how they communicate in hybrid settings, and how they handle sensitive information responsibly. The course also goes beyond the basics. It builds confidence in meetings, strengthens problem-solving and decision-making, and develops commercial awareness.

For organisations, this training creates a shared foundation across the graduate intake: a common language, a consistent standard, and a stronger baseline of professional competence. It reduces the burden on managers to teach the "unwritten rules", accelerates workplace integration, and improves the quality of communication and delivery across teams. Most importantly, it helps your graduates exhibit the behaviours and habits that build trust so they can contribute earlier, collaborate better, and represent your organisation at the level your customers and teams expect.

WHO SHOULD ATTEND

For professionals who want to transition smoothly into the workplace and perform with confidence, including

- Graduates on corporate graduate development programmes
- Graduate interns and trainees moving into full-time work
- Entry-level professionals who want to strengthen workplace communication and professional credibility
- Graduates in customer-facing, operational, administrative, project, finance, HR, IT, engineering, and professional services roles

Three-day course 08:30 -16:00

Tel: (031) 267 1229

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HOW YOU WILL BENEFIT

- **Build** professional credibility through reliability, integrity, and consistent workplace standards
- **Strengthen** ethical judgement and understand how codes of conduct guide daily decisions
- **Enhance** customer service behaviours that add value to internal and external stakeholders
- **Improve** prioritisation, planning, and deadline management in fast-moving environments
- **Develop** confident communication across different styles, cultures, and workplace contexts
- **Write** clear, polished business documents that reflect well on you and your organisation
- **Contribute** more effectively to meetings and collaborative work without needing seniority
- **Apply** practical problem-solving approaches to make sound, well-communicated decisions
- **Increase** your commercial awareness and understand how your work links to organisational outcomes
- **Work** more smoothly in projects by understanding roles, expectations, and delivery discipline

WHAT WILL BE COVERED

Professional behaviour in a business environment

- Build trust through consistent professionalism, integrity, and reliability
- Apply business ethics and codes of conduct to everyday workplace decisions
- Strengthen accountability by owning outcomes, actions, and commitments
- Create strong first impressions and manage perception with intention
- Interact confidently and respectfully with colleagues, customers, and stakeholders

It's all about customer service

- Define what excellent service looks like for internal and external customers
- Deliver responsive, solution-focused service that strengthens relationships
- Understand how service quality creates competitive advantage and retention
- Adapt your approach to different customer types and enquiry contexts
- Recognise the organisational impact and consequences of poor service

Plan and organise your work

- Use practical planning tools to manage tasks, time, and competing priorities
- Prioritise routine and unexpected work with sound judgement
- Adjust plans professionally when priorities shift
- Strengthen deadline management through proactive communication and discipline
- Meet commitments to others through dependable habits and follow-through

Establish and maintain working relationships

- Navigate organisational culture, teamwork expectations, and professional boundaries
- Communicate effectively across verbal, written, and electronic channels
- Choose communication approaches that fit purpose, audience, and context
- Handle conflict and communication difficulties constructively
- Apply confidentiality and data protection principles consistently

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Business writing skills

- Plan business messages with audience, purpose, and outcome in mind
- Structure documents for clarity, logic, and ease of action
- Use tone appropriately to reflect professionalism and organisational standards
- Improve accuracy through essential grammar, punctuation, and spelling habits
- Reduce misunderstanding by applying core communication model

Business writing in practice

- Write professional letters and emails that are clear, concise, and action-oriented
- Draft reports that organise information and support decision-making
- Strengthen readability using the rule of three and strong signposting
- Format documents to meet corporate expectations and enhance credibility
- Edit and refine writing to improve clarity, tone, and impact

Confident workplace communication

- Contribute clearly and professionally in meetings and discussions
- Ask purposeful questions and listen for meaning, priorities, and concerns
- Communicate progress, risks, and next steps with confidence and clarity
- Manage disagreement and challenging conversations with professionalism
- Maintain presence and etiquette in virtual and hybrid communication

Problem-solving and decision-making at work

- Define problems accurately and identify root causes before acting
- Use practical frameworks to generate options and evaluate trade-offs
- Prioritise based on impact, urgency, and stakeholder needs
- Communicate recommendations with rationale, risks, and actions
- Document decisions and follow-through to support accountability

Commercial awareness and organisational impact

- Understand how organisations create value for customers and stakeholders
- Connect your work to service, quality, cost, risk, and reputation outcomes
- Use basic performance indicators to guide priorities and decisions
- Communicate value and impact in a clear, professional way
- Make commercially sound choices aligned with organisational goals