



PEOPLE MANAGEMENT AND LEADERSHIP (3 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Describe and Apply the Management Functions of an Organisation
Unit Standard ID:	14667
NQF Level:	4
Credit Value:	10

INTRODUCTION

The aim of the People Management and Leadership workshop is to strengthen your current management and leadership skills with a powerful, more distinguished dimension. This workshop has been designed to enhance and build on your current leadership abilities. It will help all managers and leaders develop the essential skills to influence and motivate their staff to achieve exceptional performance.

Leadership is built on solid management skills. This foundation provides the essentials necessary for supporting and sustaining your management qualities and performances. Maintaining a balance between achieving results and developing your people is the key to successful management. This workshop increases your awareness of your current leadership style and abilities. You will also appreciate the impact your leadership style has on those who work with you. The course then provides you with a tool-kit of ideas to increase your leadership skills back in the workplace.

REFERENCES

“This has been the best course ever. Exciting, educating and two way communication.” ~ Anil Heeralall (DHL Global Forwarding)

“The course provides practical tips which can actually be implemented in the workplace; gets you thinking of your current team dynamics and ways in which this can be improved.” ~ Cheronne van Rensburg (Grandslots)

“Thank you for the training you gave us we were so empowered and this has changed the way we operate in our organisation in a positive way.” ~ Fungai Chitakatira (PEP Stores)

“Brilliant job – I would recommend this training to any manager.” ~ Josephine Mtshweni (Bidair services)

“It was one of the best courses I have ever been on.” ~ Margaret Bosch (Robor Open Section)

WHAT THIS COURSE CAN DO FOR YOU...

- Explore management principals required to run a successful business
- Planning, setting objectives and the benefits of good organisational skills
- Organising resources to match the task objectives
- Maintaining control - monitoring and assessing
- Developing your leadership style
- Empowering yourself by perfecting your management skills
- Improving problem solving and decision making skills
- Developing people skills – maximising effective communication
- Leading successful teams - motivation and the importance of trust
- Implementing skills and strategies to manage and resolve conflict

TARGET AUDIENCE

This workshop is aimed at all those who have management responsibilities or who have recently been promoted to a management position.

COURSE CONTENT

Introduction

- Defining management and leadership
- Analysing management activities
- Analysing resources and the employees' responsibilities in ensuring that resources are used to the best advantage
- Self-assessment on the management basics

Planning

- Establishing a clear vision
- Leading the team towards company objectives
- Mission, vision and values
- Strategic planning and objectives
- Targets and contingency planning

Organising

- Activities involved in effective organising
- Benefits of concise communication of the organising process

Controlling

- The importance of long term control
- Performance management
- Solving performance deviation
- Identifying areas of strength and weakness in your organisation's control process
- Maintaining control and assessing control effectiveness

Developing Leadership

- Adaptive Leadership and leadership styles
- Leadership and different personality types
- Management styles

Additional Essential Management Skills

- Problem solving and decision making
- Maximising communication in a diverse culture
- Effective Listening
- Assertiveness techniques
- Building an environment of trust
- Task coordination
- Motivating your team
- Delegating to empower your staff
- Disciplinary procedures
- Evaluating tasks, teams and performance

Developing Effective Teams

- Distinguishing characteristics of effective teams
- Synergy
- SWOT analyses
- Roles of team members

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

For more information contact us on:

Email: info@kwelangatraining.co.za

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808 | Port Elizabeth: +27 41 368 1500

Website: www.kwelangatraining.co.za