



## **VIRTUAL INSTRUCTOR-LED TRAINING 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 toolkit 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.”***

***“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.”***

***“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.”***

***“Brilliant job – I would recommend this training to any manager.”***

***“It was one of the best courses I have ever been on.”***

## **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**

## **VIRTUAL INSTRUCTOR-LED TRAINING**

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

### **Benefits of Virtual Instructor-Led Training**

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

## 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.*

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