



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This practical and comprehensive course, which is unit standard based, is aimed at new and junior managers who manage the performance of individuals within a department or business unit in an organisation.

It provides deep understanding of the role of a team leader, the purpose of a team, gaining commitment from team members and monitoring the achievement of team objectives against organisational standards.

It is suitable for those who want to gain additional skills and different perspectives on their personal leadership styles, change, resource and performance management and those who want to deliver improved results in their workplace teams.

Target Audience

This course is suitable for junior and new managers, section heads and supervisors who want to gain a clear understanding of the principles of team leadership, leadership styles, team performance and managing challenges in team situations.

Entry Requirements

There is open access to this unit standard but delegates should be competent in Communication and Mathematical Literacy at NQF Level 3.

Additional Requirements

- You will need access to appropriate workplace management activities.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

Management & Leadership

Managers' Development Programme

SERVICES SETA Statement of Results

US ID: 242821

NQF Level: 4

Credits: 6

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results: Identify responsibilities of a team leader in ensuring that organisational standards are met, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the course, you will be able to:

- Explain the role of a team leader.
- Explain the purpose of a team.
- Contract with a team to gain commitment.
- Monitor achieving team objectives.
- Identify your personal leadership style and understand its impact on others.
- Adapt your leadership style to meet your teams needs.
- Lead and manage change.
- Manage resources to achieve business results.
- Manage conflict in a constructive manner.
- Manage and develop team members' performance through coaching and feedback.





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Course Content

Managers' Development Programme
Identify responsibilities of a team leader in ensuring organisational standards are met.

Accreditation Body: SERVICE SETA

SAQA ID: 242821 | Learning Programme ID: NA
NQF Level: 4 | Credits : 6

Module 1: Personal Leadership Style

- Receive and analyse feedback on personal leadership style
- Explore self-perception and how you are perceived by others
- Explain the impact of your leadership style on those you manage
- Identify own personal strengths and areas for development

Module 2: Change Management

- Initiate and lead change as a manager
- Communicate change and deliver difficult messages
- Manage change and link to business strategy
- Gain commitments to change and deal with resistance

Module 3: Resource Management

- Plan, organise, use, monitor and control resources
- Delegate effectively

Module 4: Performance Management through Coaching and Feedback

- Align performance to organisational vision
- Set clear performance expectations
- Use coaching techniques to create high performance
- Create an environment and opportunities for individuals to grow
- Give constructive and timely feedback
- Remain credible, honest and professional
- Use techniques to deal with poor performance

Module 5: Conflict Management

- Establish a positive work environment
- Align personal and corporate values
- Identify personal conflict handling style and use techniques to deal with conflict

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