



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

This NQF Level 5 short programme develops leadership knowledge and skills and prepares managers for an increasingly complex and global work environment where leadership and decision making are crucial.

The programme is designed with a strong emphasis on developing specific management skills, techniques and competencies that can be applied immediately in the workplace and provides delegates and organisations with a competitive edge when managing people for performance.

## Target Audience

It is suitable for managers in any industry where leading people and managing people in an organisation is required.

The programme is aimed at managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

## Entry Requirements

- Competency in Communication (English) at NQF Level 4.
- Competency in Mathematical Literacy at NQF Level 4.

## Additional Requirements

- The ability to apply the learning in respect of this/her own area of responsibility
- Management of People and Performance Contracting
- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual, facilitator-led sessions.

## Management & Leadership

# Empowering Teams in Decision Making

SERVICES SETA Statement of Results

SAQA US ID: 15224

NQF Level: 5

Credits: 4

## Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments and self study to embed skills.

You will need to:

- Attend all lectures and sessions
- Demonstrate theoretical and practical understanding of programme content
- Compile and submit a Portfolio of Evidence (PoE)

To receive your Statement of Results, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE) .

## Learning Outcomes

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

- Recognising team member performance.
- Encouraging participation in decision-making.
- Delegating tasks.
- Reviewing decisions and the progress with delegated tasks.
- Work effectively with others in groups to encourage participation and when delegating tasks.
- Communicate effectively when providing feedback.
- Organise and manage oneself and one`s activities when delegating and following up.
- Use science and technology for information flow on delegated tasks.



## Course Content

### Empower Team Members through Recognising Strengths, Encouraging Participation in Decision Making and Delegating Tasks

Accreditation Body: SERVICES SETA

SAQA US: 15224 | Learning Programme ID: NA  
NQF Level: 5 | Credits : 4

#### Module 1: Recognise Team Member Performance

- Recognise Team Member Performance
- Identify The Role, Duties And Responsibilities Of Each Team Member
- Tell Team Members What They Do Well, What Needs Improvement And What Is Expected In The Future
- Measure All Feedback Against Performance Expectations
- Give Feedback At The Time That The Event Occurs
- Ensure That Feedback Is Honest, Simple, Specific And Constructive
- Deal With Team Members As Valued And Trusted Members Of The Team

#### Module 2: Encourage Participation In Decision-Making

- Encourage Participation In Decision-Making
- Include Team Members In Decision-Making
- Encourage Team Members To Think Of Solutions To The Problem (Innovative)
- Work With The Alternatives
- Use Debating When Selecting The Best Solution

#### Module 3: Delegate Tasks

- Delegate Tasks
- Analyse The Work Plan Or Task
- Clearly Communicate The Delegated Tasks To Employees
- Indicate The Decision-Making Authority Required To Execute The Task
- Agree Upon A Regular Feedback And Reporting Schedule
- Establish A System To Enable The Flow Of Information By Team Members
- Monitor The Successful Completion Of Delegated Tasks
- Give Recognition To The Successful Achievement Of Delegated Tasks
- Delegating Control Of Objective

#### Module 4: Review Decisions And Performance Of Delegated Tasks

- Review Decisions And Performance Of Delegated Tasks
- Review The Decisions Taken To Decide On Their Success In Reaching The Stated Objectives
- Confirm Correct Decisions And Rescind Or Amend Incorrect Decisions
- Review Delegated Tasks With The Person To Whom It Is Delegated
- Draw Up Alternative Plans Of Action



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