



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 by developing their strategic perspectives, creativity, and vision.

Target Audience

It is suitable for managers in any industry where leading people and managing specialist functional areas of 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.
- Competence in Computer Literacy at NQF Level 4.

Additional Requirements

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

Management & Leadership

A Systems Approach to Decision Making

SERVICES SETA Statement of Results

SAQA US ID: 252026

NQF Level: 5

Credits: 6

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:

- Apply critical and analytical skills to analyse an issue or problem.
- Engage and consult with stakeholders in analysing the issue/problem and developing solutions.
- Select feasible solutions through a systems approach.
- Formulate and communicate the decision.
- Work effectively with others as a member of a team, group, organisation or community to ensure participation by team members in developing solutions to an issue/problem in a unit.
- Collect, analyse, organise and critically evaluate information in order to have all relevant information available for addressing issues, problems and challenges in the unit.





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Course Content

Apply a Systems Approach to Decision Making
Accreditation Body: SERVICES SETA

SAQA US: 252026 | Learning Programme ID: NA
NQF Level: 5 | Credits : 6

Module 1: Apply Critical and Analytical Skills to Analyse a Problem

- Steps To Using the Decision-Making Model
- Pros and Cons
- Information Gathering Techniques
- Generating Solutions Techniques
- Generating Solution Options Techniques
- Techniques to Make the Final Decision
- Apply Critical and Analytical Skills to Analyse and Define a Problem

Module 2: Engage with Stakeholders in Analysing the Problem and Developing Solutions

- Communicate the Purpose of Consultation to Stakeholders
- Explain the Processes for Analysing and Generating Ideas
- Obtain Participation of Stakeholders
- Obtain Participation of Team Members
- Recognise and Respect Ideas, Values and Perspectives

Module 3: Select Feasible Solutions Through a Systems Approach

- Analyse Inputs from Stakeholders
- Prioritise Identified Solutions
- Select a Solution

Module 4: Formulate and Communicate the Decision

- Formulate the Decision on Addressing the Problem
- Describe the Actions Required to Implement the Decision
- Describe the Change Processes Required to Support the Implementation
- Communicate the Decision

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