

# Leadership & Influence

## Skills Programme

Study School 1 of the Higher Certificate in Management Development (Qualification ID 59201)



MACCAUVLEI

Accredited by Services Seta – no. 1468

### UNIT STANDARDS COVERED

Unit Standard ID NQF Level & Credits	Unit Standard Title
US 252043 NQF 5 6 Credits	Manage a diverse work force to add value
US 252037 NQF 5 6 Credits	Build teams to achieve goals and objectives
US 252027 NQF 5 6 Credits	Devise and apply strategies to establish and maintain workplace relationships
US 114226 NQF 5 8 Credits	Interpret and manage conflicts within the workplace
US 252031 NQF 5 4 Credits	Apply the principles and concepts of emotional intelligence to the management of self and others
US 120300 NQF 5 8 Credits	Analyse leadership and related theories in a work context
US 252036 NQF 5 6 Credits	Apply mathematical analysis to economic and financial information
US 252042 NQF 5 5 Credits	Apply the principles of ethics to improve organisational culture
US 12433 NQF 5 8 Credits	Use communication techniques effectively

### SPECIFIC OUTCOMES

- Demonstrate knowledge and understanding (of the reality) of diversity in the workplace
- Manage team members taking into account similarities and differences and deal with disagreements and conflicts arising it
- Demonstrate knowledge and apply the theory of teams to team dynamics
- Explain the process of building teams
- Analyse the role of team leader in promoting team effectiveness
- Evaluate the effectiveness of a team and propose ways to improve team effectiveness
- Liaise and network with internal and external stakeholders
- Devise and apply a strategy to establish constructive relationships with manager(s)
- Identify and minimise personal conflict in a unit
- Devise and apply a strategy to establish constructive relationships with team members in a unit

- Describe the main sources of conflict
- Explain appropriate techniques in conflict management
- Describe the appropriate action plan and strategies to manage conflict
- Explain the attributes of an effective conflict manager
- Demonstrate knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations
- Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations
- Analyse the impact of emotional intelligence on life and work interactions
- Evaluate own level of emotional intelligence in order to determine development areas

### WHO SHOULD ATTEND?

This skills programme is intended for Managers or soon to be Managers of Supervisors, Foreman and Junior Managers.

### DURATION OF TRAINING

5 Interactive Days

### MACCAUVLEI ENTRY REQUIREMENTS

- NQF Level 4 / Grade 12 (Matric)

### LEARNING ASSUMED TO BE IN PLACE

Communication at NQF Level 4

Maths Literacy at NQF Level 4

Computer Literacy at NQF Level 4

### CERTIFICATION

Learners who successfully complete the Portfolio of Evidence will be awarded a Skills Programme Certificate of Competence with the Unit Standards listed.

