

Leadership & Influence

Skills Programme

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

Accredited by Services Seta – no. 13643

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 252042 NQF 5 5 Credits	Apply the principles of ethics to improve organisational culture

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.



Contact Details

For registration forms or more detail please contact us:

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