



Effective Leadership and Management

**Suitable for:
Managers and Supervisors**

Course duration: 3 days

NQF level: 5

Course objective:

This Effective Leadership and Management Training Programme - which we run publicly and inhouse throughout South Africa – is aligned to Unit Standard 120300.

It is designed for middle managers and supervisors to:

- ✓ Build their managerial competencies
- ✓ Improve their interactive skills
- ✓ Increase their confidence and skills in delegating
- ✓ Lead their teams more effectively

Course content and outcomes:

- Management and leadership – how do they differ?
- Understanding different leadership styles - and when to apply them
- Key competencies for leadership and relationship building
- Trust - what it is, and how important it is in the workplace
- Building a culture that values diversity
- Determining direction, objectives and goals
 - Ensuring alignment with the organisation's vision, mission and objectives
- Creating order and structure
 - Organising
 - Allocating work and role clarification
- Recruiting, orienting and inducting
- Ensuring delivery
 - Root-cause analysis and problem solving
 - Decision making
 - Efficient reporting
- Building morale and capability
 - Teamwork, coaching and guiding
- Managing performance
 - Effective planning, coaching, guiding and reviewing
- Conflict handling skills
 - Thomas Kilman Conflict Modes
 - The "Third Side" perspective

Contact us to register or arrange in-house training:

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