

LEADERSHIP & INFLUENCE



Management.
Skilled technical & academically
qualified/ junior management.



ABOUT THIS COURSE

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born during adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed to guide and protect their offspring. Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

LEARNING OUTCOMES

- Define "leadership".
- Explain the Great Man Theory.
- Explain the Trait Theory.
- Understand Transformational Leadership.
- Understand the people you lead and how to adapt your leadership styles.
- Explain leading by Directing.
- Explain leading by Coaching.
- Explain leading by Participating.
- Explain leading by Delegating.
- Kouzes and Posner.
- Conduct a personal inventory.
- Create an action plan.
- Establish personal goals.



STUDENT SUPPORT

Students get technical, learning and skills coaching support throughout their learning.



SUMMATIVE ASSESSMENT

Students get the opportunity to apply the learnt skills in their lives and in the workplace and submit a Portfolio of Evidence.



CERTIFICATION

Students who successfully complete the course receive a Certificate of Attendance. Competent students receive a Statement of Achievement and a Certificate of Competence.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 3 / Grade 11.



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
242824	Apply leadership concepts in a work context.	4	12

LEADERSHIP & INFLUENCE

COURSE OUTLINE

Module One: Getting Started

Module Two: The Evolution of Leadership

- Defining Leadership
- Characteristics of a Leader
- Leadership Principles
- A Brief History of Leadership
- Historical Leaders
- Modern Leaders
- The Great Man Theory
- The Trait Theory
- Transformational Leadership
- Summary

Module Three: Situational Leadership

- Situational Leadership: Telling
- Situational Leadership: Selling
- Situational Leadership: Participating
- Situational Leadership: Delegating

Module Four: A Personal Inventory

- An Introduction to Kouzes and Posner
- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart
- A Personal Inventory
- Creating an Action Plan
- Set Leadership Goals
- Address the Goals
- Seek Inspiration
- Choose a Role Model
- Seek Experience
- Create a Personal Mission Statement

Module Five: Modelling the Way

- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others Perspectives

Module Six: Inspiring a Shared Vision

- Choosing Your Vision
- Communicating Your Vision
- Identifying the Benefit for Others

Module Seven: Challenging the Process

- Developing Your Inner Innovator
- Seeing Room for Improvement
- Lobbying for Change

Module Eight: Enabling Others to Act

- Encouraging Growth in Others
- Creating Mutual Respect
- The Importance of Trust

Module Nine: Encouraging the Heart

- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture

Module Ten: Basic Influencing Skills

- The Art of Persuasion
- The Principles of Influence
- Creating an Impact

Module Eleven: Setting Goals

- Setting SMART Goals
- Creating a Long-Term Plan
- Creating a Support System

Module Twelve: Wrapping Up

- Words From the Wise



PERFORMANCE MANAGEMENT



Management.
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ABOUT THIS COURSE

LEARNING OUTCOMES

- Define performance management.
- Understand how performance management works and the tools to make it work.
- Learn the three phases of performance management and how to assess it.
- Discuss effective goal-setting.
- Learn how to give feedback about performance.
- Identify Kolb's Learning Cycle.
- Recognize the importance of motivation.
- Develop a performance journal and performance plan.



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Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. This is key in keeping an organization and employee aligned, which improves performance and productivity. When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 3 / Grade 11.



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
11473	Manage individual and team performance.	4	8

PERFORMANCE MANAGEMENT

COURSE OUTLINE

Module One: Getting Started

Module Two: The Basics (I)

- What is Performance Management?
- How Does Performance Management Work?
- Tools

Module Three: The Basics (II)

- Three Phase Process
- Assessments
- Performance Reviews

Module Four: Goal Setting

- SMART Goal Setting
- Specific Goals
- Measurable Goals
- Attainable Goals
- Realistic Goals
- Timely Goals
- Monitoring Results

Module Five: Establishing Performance Goals

- Strategic Planning
- Job Analysis
- Setting Goals
- Motivation

Module Six: 360 Degree Feedback

- What is 360-degree Feedback? Versus
- Traditional Performance Review
- The Components

Module Seven: Competency Assessments

- Competency Assessment Defined
- Implementation
- Final Destination

Module Eight: Kolb's Learning Cycle

- Experience
- Observation
- Conceptualization
- Experimentation

Module Nine: Motivation

- Key Factors
- The Motivated Organization
- Identifying Personal Motivators
- Evaluating and Adapting

Module Ten: The Performance Journal

- Record Goals and Accomplishments
- Linking with Your Employees or Managers
- Implementing a Performance Coach
- Keeping Track

Module Eleven: Creating a Performance Plan

- Goals
- Desired Results
- Prioritization
- Measure
- Evaluation

Module Twelve: Wrapping Up

- Words From the Wise



VIRTUAL TEAM BUILDING & MANAGEMENT



Management.
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qualified/ junior management.



ABOUT THIS COURSE

LEARNING OUTCOMES

- Know the keys to establishing a virtual team.
- Learn how to hold effective meetings and group sessions.
- Learn effective ways to communicate with team members.
- Use tools to build trust and confidence among employees.
- Know how to handle poor performing employees.
- Know how to manage a virtual team during any project.



STUDENT SUPPORT

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SUMMATIVE ASSESSMENT

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With millions of people moving to working remotely in 2020, the work landscape has changed dramatically. And with that, so too has the perception of remote work as the benefits for employers and employees alike have become known. With a global workforce companies have a cost effective and talented pool of employees to draw from. With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give students the knowledge to work with these challenges and succeed in a growing global workforce.

LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 3 / Grade 11.



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
242819	Motivate and build a team.	4	10

VIRTUAL TEAM BUILDING & MANAGEMENT

COURSE OUTLINE

Module One: Getting Started

Module Two: Setting up Your Virtual Team (I)

- Choose Self-Motivated People with Initiative
- Face to Face Meeting at First
- Diversity Will Add Value
- Experienced with Technology

Module Three: Setting Up Your Virtual Team (II)

- Personality Can Count as Much as Skills
- Rules of Engagement
- Setting up Ground Rules
- Icebreakers and Introductions

Module Four: Virtual Team Meetings

- Scheduling Will Always be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being Status Reports

Module Five: Communication (I)

- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool

Module Six: Communication (II)

- Be Honest and Clear
- Stay in Constant Contact
- Do not Make Assumptions
- Setup Email Protocols

Module Seven: Building Trust

- Trust Your Team and They Will Trust You
- Be Aware of "Us vs. Them" Territorial Issues
- Share Best Practices
- Create a Sense of Ownership

Module Eight: Cultural Issues

- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members Cultural Background
- Dealing with Stereotypes

Module Nine: To Succeed with a Virtual Team

- Set Clear Goals
- Create a SOP's
- Build a Team Culture
- Provide Timely Feedback

Module Ten: Dealing with Poor Team Players

- Manage Their Results, Not Their Activities
- Be Proactive Not of Reactive
- Check in Often
- Remove Them

Module Eleven: Choosing the Right Tools

- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use Whatever Works for You and Your Team

Module Twelve: Wrapping Up

- Words From the Wise



MILLENNIAL ON-BOARDING



Management. Skilled technical & academically qualified/ junior management.



ABOUT THIS COURSE

Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within the company. It will help match the technically skilled Millennial workforce with new and emerging needs of your company, which gives your company an advantage within the market. Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

LEARNING OUTCOMES

- Define onboarding.
- Discuss the characteristics of Millennials.
- Create an onboarding process for Millennials.
- Develop action plans for working with Millennials.
- Learn from introspection.



STUDENT SUPPORT

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SUMMATIVE ASSESSMENT

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CERTIFICATION

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LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 2 / Grade 10.



DELIVERY MODE

On-line asynchronized learning



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
242812	Induct a member into the team	3	4

MILLENNIAL ON-BOARDING

COURSE OUTLINE

Module One: Getting Started

Module Two: Purpose of Onboarding

- Start-Up Costs
- Employee Anxiety
- Employee Turnover
- Realistic Expectations

Module Three: Introduction

- Why Onboarding?
- Importance of Onboarding
- Making Employees Feel Welcome
- First Day Checklist

Module Four: Millennials' and Onboarding

- Who Are Millennials?
- How Do Millennials Differ from Other Employees?
- Investiture Socialization – Let Them Be Themselves
- Informal Rather Than Formal Onboarding Processes

Module Five: Onboarding Checklist

- Pre-Arrival
- Arrival
- First Day
- First Week
- First Month

Module Six: Engaging the Millennial Employee

- Create an Informal Program Rather Than a Formal One Engage Employees One on One
- Role of Human Resources
- Role of Managers



Module Seven: Following Up with the Millennial Employee

- Initial Check in – One on One
- Following up – Regular, Informal Follow Ups
- Setting Schedules – Millennials and Work/Life
- Mentoring the Millennial

Module Eight: Setting Expectations with the Millennial Employee

- Define Requirements – Provide Specific Instructions
- Identify Opportunities for Improvement and Growth
- Set Verbal Expectations – Specific, Clear, Systematic
- Put It in Writing – Specific, Clear, Systematic

Module Nine: Mentoring the Millennial Employee

- Be Hands-On and Involved
- Serial Mentoring
- Be a Mentor, Not an Authority Figure
- Focus Millennials Exploratory Drive on Work

Module Ten: Assigning Work to the Millennial Employee

- Provide Clear Structure and Guidelines
- Provide Specific Benchmarks
- Set Boundaries and Provide Reality Checks
- Guide, do not Dictate

Module Eleven: Providing Feedback

- Millennials Thrive on Feedback
- Characteristics of Good Feedback
- Informal Feedback
- Formal Feedback

Module Twelve: Wrapping Up

- Words From the Wise

EMPLOYEE RECRUITMENT



Management.
Skilled technical & academically
qualified/ junior management.



ABOUT THIS COURSE

LEARNING OUTCOMES

- Defining recruitment.
- Understanding the selection process.
- Recognizing the GROW model and how to set goals.
- Preparing for the interview and question process.
- Identifying and avoiding bias when making offers.
- Discovering ways to retain talent and measure growth.

Many companies simply wait for talent to come to them. Simply advertising an open position and hoping that you find the right talent does not guarantee that you will find the best people. Actively seeking out qualified candidates is the best way to ensure that you find the talent that you need.

Recruitment is essential to the success of a business. Our Employee Recruitment course guides students and helps them interview and recruit the right employee. Hiring a new employee is one of the largest investments you make in any business.

Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year. So, reduce your costs with a great employee recruitment program.



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LEARNING ASSUMED TO BE IN PLACE



Students must be competent in Communication at NQF Level 3 / Grade 11.



DELIVERY MODE

On-line asynchronized learning.



APPROXIMATE LEARNING TIME

5-hours



SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
242816	Conduct a structured meeting.	4	5

Module One: Getting Started

Module Two: Introduction to Recruitment

- What is Recruitment?
- Challenges and Trends
- Sourcing Candidates
- Requirements

Module Three: The Selection Process

- Job Analysis and Descriptions
- The Approach
- The Recruitment Interview
- Testing

Module Four: Goal Setting

- Using the G.R.O.W. Model
- Identifying Goal Areas
- Setting SMART Goals
- Using a Productivity Journal

Module Five: The Interview

- Phone Interviews
- Traditional Interviews
- Situational Interviews
- Stress Interviews

Module Six: Types of Interview Questions

- Direct Questions
- Non-Direct Questions
- Hypothetical or Situational Questions
- Behavioural Descriptive Questions

Module Seven: Avoiding Bias in Your Selection

- Expectancy Effect
- Primacy Effect
- Obtaining Bias Information
- Stereotyping

Module Eight: The Background Check

- Preparation
- Data Collection
- Illegal Questions
- Being Thorough Without Being Pushy

Module Nine: Making Your Offer

- Outlining the Offer
- Negotiation Techniques
- Dealing with Difficult Issues
- Sealing the Deal

Module Ten: Orientation and Retention

- Getting off on the Right Track
- Your Orientation Program
- The Check-list
- Following Up

Module Eleven: Measuring the Results

- Cost Breakdown
- Employee Quality
- Recruiter Effectiveness
- Fine Tuning

Module Twelve: Wrapping Up

- Words From the Wise

