SELF-LEADERSHIP

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ABOUT THIS COURSE

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it. With our Self-Leadership course, students will discover the specifics of how to be a better leader for themselves and for others. Students will be able to guide themselves in positives ways, which equals success!

LEARNING OUTCOMES

- Understand what self-leadership is.
- Motivate yourself.
- Set goals.
- Reward yourself when positive things happen.
- Think positively.

STUDENT SUPPORT

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

LEARNING ASSUMED TO BE IN PLACE

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

SUMMATIVE ASSESSMENT

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

DELIVERY MODE

On-line asynchronized learning.

APPROXIMATE LEARNING TIME

5-hours

CERTIFICATION

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

SAQA UNIT STANDARD

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

SELF-LEADERSHIP

Module One: Getting Started

Module Two: What Is Self-Leadership?

- Sources
- Before Action
- During
- After Action

Module Three: Motivators

- Need for Autonomy
- Self-Efficacy
- External Factors
- Internal Factors

Module Four: Behaviour Focus (I)

- Focusers and Reminders
- Cues
- Self-Observation
- Goal Setting

Module Five: Behaviour Focus (II)

- Purpose
- Reward
- Punishment
- Practice

Module Six: Natural Rewards

- Definition Competence
- Purpose and Self-Control
- Life Activities

Module Seven: Constructive Thinking

- Positive Thinking
- Self-Talk
- Aware of Personal Beliefs and Assumptions
- Opportunity Thinking

Module Eight: Well-Being (I)

- Emotional Intelligence
- Stress Management
- Optimism
- Fun and Happiness

Module Nine: Well-Being (II)

- Fitness
- Diet
- Sleep
- Personal Effectiveness

Module Ten: Individuality

- Personality
- Locus of Control
- Self-Monitor
- Autonomy

Module Eleven: Personal Application

- Diversity
- Personal Problems
- Workplace Problems
- Social Responsibility

Module Twelve: Wrapping Up

- Words From the Wise

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SERVANT LEADERSHIP

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ABOUT THIS COURSE

Servant leadership may seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on the success of others and in turn, building better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and furthering their success at the same time. With our "Servant Leadership" course, students will discover the specifics of how servant leadership works and how it can benefit leaders and employees.

LEARNING OUTCOMES

- Define servant leadership.
- Know the characteristics of servant leadership.
- Recognize the barriers of servant leadership.
- Learn to be a mentor and a motivator.
- Practice self-reflection.

STUDENT SUPPORT

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

LEARNING ASSUMED TO BE IN PLACE

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

SUMMATIVE ASSESSMENT

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

DELIVERY MODE

On-line asynchronized learning.

APPROXIMATE LEARNING TIME

5-hours

CERTIFICATION

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

SAQA UNIT STANDARD

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

SERVANT LEADERSHIP

Module One: Getting Started

Module Two: What is Servant Leadership?

- A Desire to Serve
- Share the Power
- Putting Others First
- Helping Employees Grow

Module Three: Leadership Practices

- Democratic Leadership Style
- Laissez-Faire Style
- Leading by Example
- Path-Goal Theory

Module Four: Share the Power

- Being Empathetic
- Learn to Delegate
- Their Success is Your Success
- Know When to Step In

Module Five: Characteristics of a Servant Leader

- Listening Skills
- Persuasive Powers
- Recognizes Opportunities
- Relates to Employees

Module Six: Barriers to Servant Leadership

- Excessive Criticism
- Doing Everything Yourself
- Sitting on the Sidelines
- Demanding from Employees

Module Seven: Building a Team Community

- Identify the Group Needs
- Complement Member Skills
- Create Group Goals
- Encourage Communication

Module Eight: Be a Motivator

- Make it Challenging
- Provide Resources
- Ask for Employee Input
- Offer Incentives

Module Nine: Be a Mentor

- Establish Goals
- Know When to Praise or Criticize
- Create a Supportive Environment
- Create an Open-Door Policy

Module Ten: Training Future Leaders

- Offer Guidance and Advice
- Identify Their Skill Sets
- Methods of Feedback
- Establish Long Term Goals

Module Eleven: Self-Reflection

- Keep a Journal
- Identify Your Strengths and Weaknesses
- Identify Your Needs
- Creating Your Own Goals

Module Twelve: Wrapping Up

- Words From the Wise

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SUPERVISING OTHERS

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ABOUT THIS COURSE

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. The Supervising Others course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

LEARNING OUTCOMES

- Define requirements for tasks.
- Set expectations for your followers.
- Set SMART goals for yourself.
- Help your followers set SMART goals.
- Assign work and delegate appropriately.
- Provide effective, appropriate feedback.
- Manage your time more efficiently.
- Help your team resolve conflicts.
- Understand how to manage effectively in particular situations.
- Understand what a new supervisor needs to do to get started on the right path.

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
242821	Identify responsibilities of a leader in ensuring that organisational standards are met.	4	6

SUPERVISING OTHERS

Module One: Getting Started

Module Two: Setting Expectations

- Defining the Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting Expectations in Writing

Module Three: Setting Goals

- Understanding Cascading Goals
- The SMART Way
- Helping Others Set Goals

Module Four: Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

Module Five: Degrees of Delegation

- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence

Module Six: Implementing Delegation

- Deciding to Delegate
- To Whom Should You Delegate?
- Providing Instructions
- Monitoring the Results
- Troubleshooting Delegation

Module Seven: Providing Feedback

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback

Module Eight: Managing Your Time

- The 80/20 Rule
- Prioritizing with the Urgent-Important Matrix
- Using a Productivity Journal
- Using Routines and Rituals to Simplify Your Workday

Module Nine: Resolving Conflict

- Using a Conflict Resolution Process
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team

Module Ten: Tips for Special Situations

- What to Do If You have Been Promoted from within the Team
- What to Do If You are Leading a Brand-New Team
- What to Do if You are Taking on an Established Team

Module Eleven: A Survival Guide for the New Supervisor

- Ask the Right Questions of the Right People
- Go to Gemba
- Keep Learning!

Module Twelve: Wrapping Up

- Words From the Wise

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EMPLOYEE MOTIVATION

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LEARNING OUTCOMES

- Defining motivation, an employer's role in it and how the employee can play a part.
- Identifying the importance of Employee Motivation.
- Identifying methods of Employee Motivation.
- Describing the theories which pertain to Employee Motivation – with reference to psychology.
- Identifying personality types and how they fit into a plan for Employee Motivation.
- Setting clear and defined goals.
- Identifying specific issues in the field and addressing these issues and how to maintain this going forward.

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.

ABOUT THIS COURSE

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance to ensure that you have a motivated workforce. The Employee Motivation course gives students several types of tools to become a great motivator, including goal setting and influencing skills. Students will also learn about five of the most popular motivational models, and how to bring them together to create a custom program..

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

EMPLOYEE MOTIVATION

Module One: Getting Started

Module Two: A Psychological Approach

- Herzberg's Theory of Motivation
- Maslow's Hierarchy of Needs
- The Two Models and Motivation

Module Three: Object-Oriented Theory

- The Carrot
- The Whip
- The Plant

Module Four: Using Reinforcement Theory

- A History of Reinforcement Theory
- Behaviour Modification in Four Steps
- Appropriate Uses in the Workplace

Module Five: Using Expectancy Theory

- A History of Expectancy Theory
- Understanding the Three Factors
- Using the Three Factors to Motivate in the Workplace

Module Six: Personality's Role in Motivation

- Identifying Your Personality Type
- Identifying Others" Personality Type
- Motivators by Personality Type

Module Seven: Setting Goals

- Goals and Motivation
- Setting SMART Goal
- Evaluating and Adapting

Module Eight: A Personal Toolbox

- Building Your Own Motivational Plan
- Encouraging Growth and Development
- Getting Others to See the Glass Half-Full

Module Nine: Motivation on the Job

- The Key Factors
- Creating a Motivational Organization
- Creating a Motivational Job

Module Ten: Addressing Specific Morale Issues

- Dealing with Individual Morale Problems
- Addressing Team Morale
- What To Do When the Whole Company is De-Motivated

Module Eleven: Keeping Yourself Motivated

- Identifying Personal Motivators
- Maximizing Your Motivators
- Evaluating and Adapting

Module Twelve: Wrapping Up

- Words From the Wise

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COACHING & MENTORING

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ABOUT THIS COURSE

The Coaching and Mentoring course focuses on how to better coach employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you can foster a great working relationship with your employees through understanding them and strategic goal setting

LEARNING OUTCOMES

- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- Identify the steps needed in defining options for your employee and turn them into a preliminary plan.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.
- Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles to the growth and development of your employee.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.
- Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with your employee.

STUDENT SUPPORT

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

LEARNING ASSUMED TO BE IN PLACE

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

SUMMATIVE ASSESSMENT

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

DELIVERY MODE

On-line asynchronized learning.

APPROXIMATE LEARNING TIME

5-hours

CERTIFICATION

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

SAQA UNIT STANDARD

NLRD	Title	NQF	Credits
242821	Identify responsibilities of a leader in ensuring that organisational standards are met.	4	6

COACHING & MENTORING

Module One: Getting Started

Module Two: Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

Module Three: Setting Goals

- Goals in the context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

Module Four: Understanding the Reality

- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past

Module Five: Developing Options

- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan

Module Six: Wrapping it All Up

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

Module Seven: The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

Module Eight: Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

Module Nine: Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Module Ten: Reaching the End

- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up

Module Eleven: How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship

Module Twelve: Wrapping Up

- Words From the Wise