



The Management and Leadership Programme



2 Day Course



Classroom or Virtual Blended Training



Accredited Course

Aligned to Unit Standard 242824 (12 credits) in the Generic Management Level 4 Qualification.



About the Course

 **Classroom:** R 6,850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

Leadership and management is all about managing, leading, inspiring, motivating and disciplining a team. If done poorly, the spiralling effects can result in a decline in team performance, stress for the manager, and possibly the loss of star performers.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance

All the added responsibilities and the pressure of having to achieve results through others can leave managers feeling overwhelmed and stressed.

This 2-day **Management and Leadership Programme** will help you to understand and master the managerial role and pave the way for you to mature into a great leader within your organisation.

The course is structured around exposure to the latest management theory, combined with the practical implementation of this theory, within a South African management context.



Course aligned to Unit Standard 242824 (12 credits) in the Generic Management Level 4 Qualification.
Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.

What you will learn

- Managing the sometimes, rocky transition from employee to manager
- How to gain respect and the on-going support of your team
- Controlling and managing your time and workload
- Applying emotional intelligence and assertiveness for effective conflict resolution
- Mastering core management skills - communication and team motivation
- Implementing proven problem-solving, decision-making and delegation tools
- Coaching and managing staff for sustainable, increased performance
- Moving from a great people manager to an unrivalled leader

This is a practical, hands-on course that all managers must attend! You will gain an in-depth understanding of key management and leadership challenges, and the necessary tools required to excel as an inspirational leader.

Who should attend

This is a practical, hands-on management course that all managers must attend! Designed to cover various key Management and Leadership challenges in-depth, this course will provide you with the support you need to excel as a leader.



“I can definitely recommend this course to all middle management and supervisors. It was very extensive and interactive. I learnt valuable skills to improve my management and leadership style.”

**- Head of Products,
SPP Pumps**

Course Programme Agenda

How to gain Respect and Support from your Team

- Designing and implementing simple yet effective reward systems
- A positive approach to disciplining an employee
- Understanding team dynamics
- Assessing the stages of team development
- Analysing team effectiveness and addressing shortfalls
- Agreeing on objectives and outlining expectations
- Understanding individual roles in teams
- Shared leadership – effective team performance

Controlling and Managing your Time and Workload

- Learning to prioritise effectively
- Maintaining your focus so things don't "fall through the cracks"
- The fine art of delegation and how to do it properly
- Managing time effectively by committing to action

Application of EQ and Assertiveness for Conflict Resolution

- Understanding emotional intelligence
- What assertiveness is and isn't
- Realising the root causes of conflict in your current environment
- The different styles of conflict management – and their benefits and drawbacks
- Using EQ and assertiveness to resolve conflict
- Ways to maintain healthy relationships during periods of conflict
- Managing expectations so everyone is aware of what you can realistically achieve within a timeframe
- Realising that delegation is a serious management tool – and it's ok to delegate both down, sideways and up!

Master Core Skills: Communication and Team Motivation

- Active listening skills
- Effective 'upwards' communication
- Understanding, interpreting and effectively communicating goals and results
- Giving and receiving performance feedback
- Discovering what motivates others and using the information effectively
- Using ways (other than money) to motivate your staff
- Using motivation in a team environment considering different individual needs
- Containing issues as and when they arise to prevent them from escalating

Problem-Solving, Decision-Making and Delegation Tools

- Identify your own decision-making profile
- Recognise your own approach to problem solving
- Use a rational problem-solving process:
 - Identify the problem
 - Generate potential solutions
 - Assess the pros and cons of possible solutions
 - Evaluate the efficiency and effectiveness of possible solutions
- Understanding the difference between delegation and abdication
- The importance of communication in the delegation process
- Using delegation as a motivational tool to ensure employee growth and development

Coach and Manage Sustainable Improved Performance

- Identifying what you want to achieve with coaching
- Formal and informal ways of coaching an employee
- Using everyday problems as an opportunity to conduct situational coaching
- Using coaching as a method to support your own 'succession management' plans
- Plan and set performance standards, goals and targets
- Manage performance on a daily basis

Move from a Great People Manager to an Unrivalled Leader

- **The Management Process:**
 - Planning
 - Organising
 - Leading
 - Controlling
 - The Leadership Process
 - Power and Leadership
 - Influence and Leadership
 - Leading 'Situationally'



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification*



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

[Request a Quotation](#)



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent (*available during business hours only*).

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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