

Applied Management and Leadership

1. Overview

The Applied Management and Leadership Skills Programme is aimed at strengthening the leadership and managerial capabilities of current and aspiring managers. It focuses on developing practical skills required to lead teams effectively in complex and diverse workplace settings. Participants will gain the ability to handle workplace diversity, manage and resolve conflict constructively, strengthen professional relationships, and apply structured decision-making methods. The programme emphasizes effective communication and a systems-thinking approach to enable managers to drive performance, inclusivity, and sustainable organizational results.

2. Learning Outcome:

- Understand and manage diversity within the workplace to enhance team performance
- Recognise workplace conflict and apply appropriate techniques to resolve it effectively
- Develop and implement methods to build and sustain positive workplace relationships
- Use advanced communication skills to improve leadership effectiveness and workplace interaction
- Apply a systems-based approach to problem-solving, stakeholder engagement, and decision-making

Qualification:	Certificate of Completion
Duration:	5-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0374
SAQA US:	252043, 114226, 252027, 12433, 252026
NQF Level:	5
Credits:	34
Entry Requirements:	Communication, Mathematical & Computer Literacy at NQF 4
Training Options:	Online - Each participant will get access to Moodle that includes all the materials and resources needed for the programme. There will be Microsoft Teams sessions with a facilitator. Onsite - Each participant will get access to Moodle that includes all the materials and resources needed for the programme. There will be onsite contact sessions in a classroom with a facilitator.
Minimum Learners Required:	(1) Online, (1) Onsite

3. Programme Content

- **(252043 US):** Manage a diverse work force to add value
- **(114226 US):** Interpret and manage conflicts within the workplace
- **(252027 US):** Devise and apply strategies to establish and maintain workplace relationships
- **(12433 US):** Use communication techniques effectively
- **(252026 US):** Apply a systems approach to decision making

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

4. Topics

- Module 1: Managing Diversity in the Workplace
- Module 2: Effective Conflict Resolution
- Module 3: Developing Positive Workplace Relationships
- Module 4: Mastering Advanced Communication
- Module 5: Making Informed Decisions

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding
- **Practical Assignments:** Hands-on tasks related to course topics
- **Workplace Assignments and Logbook:** Application of skills in real-world settings

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation