

## Facilitation & Meeting Skills

### 1. Overview

The purpose of this programme is to equip junior managers with the knowledge and practical skills to lead teams effectively, conduct structured meetings, and understand how their role fits within an organization's management structure.

Participants will develop competencies to:

- Plan, lead, and facilitate meetings that achieve organizational objectives.
- Apply leadership concepts and techniques to improve team performance and motivation.
- Understand and manage relationships between different levels of management and organizational structures.

### 2. Programme Outcome:

- Prepare for and conduct structured meetings in a professional manner
- Apply leadership concepts and techniques in the workplace
- Describe the relationship between junior management and other management roles within an organization

**Qualification:**

Certificate of Completion

**Duration:**

4-Months

**Programme Type:**

Category B – Workplace-Based Learning Programme

**Programme ID:**

PA0987

**SAQA US:**

242816, 242824, 242818

**NQF Level:**

5

**Credits:**

22

**Entry Requirements:**

Communication & Mathematical Literacy at NQF 4

**Training Options:**

**Online** - Each participant will receive the programme materials and resources are emailed to the participants. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

**Blended** - Blended learning combines both online and face-to-face training. Participants receive the learning material by email to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

**Face-to-Face** - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

**Minimum Participants Required:**

(1) Online, (1) Blended & (1) Face-to-Face

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

### 3. Programme Content

- **(242816 US):** Conduct a structured meeting
- **(242824 US):** Apply leadership concepts in a work context
- **(242818 US):** Describe the relationship of junior management to other roles

### 4. Topics

#### Module 1: Conduct a Structured Meeting

- Introduction to Meetings
  - Purpose and types of meetings
  - The role of meetings in organizational communication and decision-making
- Preparing for a Meeting
  - Setting objectives and preparing an agenda
  - Identifying participants and allocating roles (chairperson, secretary, timekeeper)
  - Preparing meeting documentation and logistics
- Conducting a Meeting
  - Opening and managing the meeting
  - Facilitating participation and maintaining focus
  - Time management and control during discussions
- Dealing with Differing Views
  - Managing conflict and promoting constructive debate
  - Using facilitation techniques for consensus-building
- Distributing and Maintaining Meeting Records
  - Taking and approving minutes
  - Distributing follow-up actions and reports

#### Module 2: Apply Leadership Concepts in a Work Context

- Understanding Leadership
  - Definition, importance, and key characteristics of effective leaders
  - Leadership styles and when to apply them
- Leadership vs. Management
  - Distinguishing between leadership and management functions
  - Balancing leadership and management responsibilities as a junior manager
- Applying Leadership Techniques
  - Motivating and inspiring team members
  - Building trust and fostering collaboration
  - Providing feedback and developing others
  - Delegation and empowerment
- Evaluating Leadership Impact
  - Measuring leadership effectiveness through performance outcomes
  - Reflecting on leadership strengths and areas for development

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

### Module 3: Describe the Relationship of Junior Management to Other Roles

- Understanding Organizational Types and Structures
  - Types of organizations (private, public, NGO)
  - Ownership types and their influence on structure (sole proprietorships, partnerships, corporations)
  - The relationship between organizational size and management hierarchy
- The Role of Junior Management
  - Positioning junior management within the hierarchy
  - Responsibilities and authority of junior managers
  - Communication and reporting lines
- Relationships Between Management Levels
  - Interaction between top, middle, and junior management
  - Vertical and horizontal communication
  - The role of junior management in strategy implementation and feedback
- Collaborating Across Roles
  - Building effective relationships with peers, subordinates, and senior management
  - Managing upward and downward communication

### 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.

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