

Leadership & Performance Management

1. Overview

The purpose of this programme is to equip managers with the knowledge, skills, and tools to effectively develop people, manage talent, monitor performance, build high-performing teams, and coach first-line managers. The programme enables participants to align workforce capability with organisational goals and drive sustained performance through structured development and leadership practices.

2. Programme Outcome:

- Analyse training and development needs within a unit
- Record and interpret training needs analysis results
- Develop and implement a structured people development plan
- Formulate clear and measurable performance standards
- Design systems to monitor and evaluate team performance
- Conduct effective performance reviews and feedback sessions
- Apply team theory to improve team dynamics
- Build and develop high-performing teams
- Evaluate and improve team effectiveness
- Select suitable first-line managers
- Plan and implement coaching interventions
- Monitor and evaluate coaching effectiveness

Qualification:

Certificate of Completion

Duration:

5-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0778

SAQA US:

252037, 252034, 252029, 252035

NQF Level:

5

Credits:

36

Entry Requirements:

Communication and Mathematical Literacy at NQF Level 4

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled induction via Microsoft Teams 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 access to an online portal for online content, resources, and self-paced activities. 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.

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

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

3. Programme Content

- **(252037 US):** Build teams to achieve goals and objectives
- **(252034 US):** Monitor and evaluate team members against performance standards
- **(252029 US):** Lead people development and talent management
- **(252035 US):** Select and coach first line managers

4. Topics

Module 1: Building High-Performing Teams

- Theories of Teamwork and Group Dynamics
- Types of Teams in the Workplace
- Stages of Team Development
- Roles and Responsibilities in Teams
- Leadership Styles and Team Effectiveness
- Building Trust and Collaboration
- Managing Conflict within Teams
- Evaluating Team Performance
- Strategies to Improve Team Effectiveness

Module 2: Performance Monitoring and Evaluation

- Understanding Performance Management Systems
- Setting SMART Performance Standards
- Key Performance Indicators (KPIs) and Metrics
- Monitoring Tools and Techniques
- Performance Tracking Systems
- Preparing for Performance Reviews
- Conducting Performance Review Interviews
- Providing Constructive Feedback and Managing Poor Performance

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

Module 3: People Development and Talent Management

- Introduction to Human Capital Development
- Identifying Skills Gaps and Training Needs
- Methods of Training Needs Analysis (TNA)
- Recording and Reporting TNA Results
- Developing a People Development Plan
- Aligning Development Plans with Business Strategy
- Managing Implementation of Development Plans
- Evaluating Learning and Development Impact

Module 4: Selecting and Coaching First-Line Managers

- Recruitment and Selection of First-Line Managers
- Competency-Based Selection Techniques
- Principles of Coaching and Mentoring
- Developing Coaching Plans
- Coaching Models and Techniques (e.g., GROW Model)
- Conducting Coaching Sessions
- Monitoring Coaching Progress
- Measuring Coaching Outcomes and Impact

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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