

Advanced Emotional Intelligence, Leadership & Team Management

1. Overview

The purpose of this programme is to equip participants with advanced leadership, emotional intelligence, conflict management, relationship management, and team-building skills required to lead diverse and high-performing teams within the workplace. The programme enables participants to motivate employees, manage workplace relationships, resolve conflict effectively, and create productive team environments that support organisational goals and performance.

2. Programme Outcome:

- Apply emotional intelligence principles in leadership situations
- Motivate and develop effective workplace teams
- Apply theories of motivation and group dynamics in team environments
- Build and maintain productive workplace relationships
- Lead teams to achieve organisational goals and objectives
- Manage workplace diversity effectively
- Identify and resolve workplace conflict professionally
- Apply communication and networking strategies with stakeholders
- Evaluate team effectiveness and implement improvement strategies
- Respond to workplace challenges in an emotionally intelligent manner

Qualification:

Certificate of Completion

Duration:

6-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0905

SAQA US:

242819, 114226, 252027, 252037, 252043, 120305

NQF Level:

5

Credits:

42

Entry Requirements:

Communication 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 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 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

- **(252819 US):** Motivate and Build a Team
- **(114226 US):** Interpret and manage conflicts within the workplace
- **(252027 US):** Devise and apply strategies to establish and maintain workplace relationships
- **(252037 US):** Build teams to achieve goals and objectives
- **(252043 US):** Manage a diverse work force to add value
- **(120305 US):** Analyse the role that emotional intelligence plays in leadership

4. Topics

Module 1: Emotional Intelligence in Leadership

- Understanding emotional intelligence
- Emotional intelligence and leadership effectiveness
- Self-awareness and self-management
- Social awareness and relationship management
- Emotionally intelligent decision-making

Module 2: Team Motivation & Performance

- Principles of motivation
- Motivation theories in the workplace
- Understanding team dynamics
- Building team morale and engagement
- Recognising and rewarding achievement

Module 3: Building High-Performing Teams

- The theory and importance of teams
- Team roles and responsibilities
- Team development stages
- Strategies for building effective teams
- Evaluating and improving team performance

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

Module 4: Workplace Relationship Management

- Building constructive workplace relationships
- Networking and stakeholder engagement
- Communication strategies for leaders
- Managing relationships with team members and managers
- Professional relationship-building techniques

Module 5: Diversity & Inclusion Management

- Understanding workplace diversity
- The value of diversity in organisations
- Managing diverse teams effectively
- Inclusive leadership practices
- Addressing diversity-related challenges

Module 6: Conflict Management & Resolution

- Sources and causes of workplace conflict
- Conflict management techniques
- Negotiation and problem-solving skills
- Conflict resolution strategies
- Developing attributes of an effective conflict manager

Module 7: Leadership Communication Skills

- Communication for leadership success
- Giving constructive feedback
- Influencing and motivating others
- Managing difficult conversations
- Building trust and accountability

Module 8: Workplace Application & Leadership Practice

- Team-building activities and simulations
- Conflict resolution case studies
- Stakeholder engagement exercises
- Leadership role-play activities
- Action planning for workplace improvement

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

5. 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