

Leadership & Emotional Intelligence

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills required to apply emotional intelligence in leadership, communicate effectively through professional writing, and manage workplace conflict constructively. Participants will develop self-awareness, emotional resilience, communication skills, and conflict resolution techniques that strengthen leadership effectiveness, improve workplace relationships, and promote a positive organisational culture.

2. Programme Outcome:

- Explain the concept and importance of emotional intelligence in leadership
- Apply emotional intelligence to improve self-awareness, self-management, and social awareness
- Respond effectively to challenging workplace situations using emotionally intelligent leadership techniques
- Produce professional written communication for a variety of workplace contexts and audiences
- Select appropriate writing styles, language, and formats for different communication purposes
- Draft, edit, and improve written documents for clarity, accuracy, and impact
- Identify the common causes of workplace conflict
- Apply conflict management and conflict resolution techniques
- Develop strategies to resolve workplace disputes constructively
- Demonstrate the qualities and behaviours of an effective conflict manager

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0216
SAQA US:	120305, 8976, 114226
NQF Level:	5
Credits:	21
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

- **(120305 US):** Analyse the role that emotional intelligence plays in leadership
- **(8976 US):** Write for a wide range of contexts
- **(114226 US):** Interpret and manage conflicts within the workplace

4. Topics

Module 1: Emotional Intelligence in Leadership

- Introduction to emotional intelligence
- Components of emotional intelligence
- Emotional intelligence and leadership effectiveness
- Self-awareness and emotional intelligence
- Identifying personal strengths and development areas
- Self-management and emotional regulation
- Managing stress and workplace pressure
- Social awareness and empathy
- Relationship management
- Building trust and credibility
- Emotional intelligence in decision-making
- Responding to challenging workplace situations
- Developing emotional resilience
- Applying emotional intelligence in leadership

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

Module 2: Professional Workplace Writing

- Principles of effective workplace writing
- Understanding purpose, audience, and context
- Writing for formal and informal communication
- Business correspondence
- Emails, letters, and memorandums
- Report writing techniques
- Writing meeting summaries and workplace documents
- Language, tone, and style
- Structuring professional documents
- Editing and proofreading techniques
- Improving clarity and readability
- Writing persuasively and creatively
- Ethical communication practices
- Producing professional written communication

Module 3: Workplace Conflict Management

- Understanding workplace conflict
- Common causes of workplace conflict
- Types of workplace conflict
- Conflict resolution principles
- Conflict management styles
- Effective communication during conflict
- Active listening and questioning techniques
- Negotiation and mediation skills
- Managing difficult conversations
- Developing conflict resolution strategies
- Building positive workplace relationships
- Preventing workplace conflict
- Characteristics of an effective conflict manager
- Creating a respectful workplace culture

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5. Target Market

This programme is suitable for:

- Team Leaders
- Supervisors
- Junior and Middle Managers
- Departmental Managers
- Human Resource Practitioners
- Project Managers
- Public Sector Officials
- Local Government Employees
- Customer Service Managers
- Training and Development Practitioners
- Community Development Practitioners
- Employees preparing for leadership roles

6. 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.

7. 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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