

Leadership, Innovation & Workplace Relations

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills required to motivate themselves and others, communicate effectively in diverse workplace situations, foster innovation, and understand employment rights and responsibilities. Participants will develop leadership capabilities that improve team performance, encourage innovation, enhance workplace communication, and promote positive employee relations within public and private sector organisations.

2. Programme Outcome:

- Explain the concept and importance of motivation in improving individual and team performance
- Apply motivation theories and leadership techniques to inspire and influence others
- Develop strategies to improve self-motivation and leadership effectiveness
- Adapt oral communication styles to suit different audiences and workplace contexts
- Deliver engaging presentations and communicate confidently in formal and informal environments
- Recognise and respond appropriately to persuasive and manipulative communication
- Identify opportunities for innovation within the workplace
- Lead and manage innovation projects that support organisational improvement
- Evaluate the effectiveness of innovation initiatives and recommend improvements
- Explain employee rights and responsibilities within the workplace
- Identify appropriate procedures for handling workplace grievances and disputes
- Promote fair labour practices and positive employee relations

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0214

SAQA US:

120389, 8968, 15216, 113959

NQF Level:

5

Credits:

19

Entry Requirements:

Communication at NQF Level 3

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

- **(120389 US):** Explain and apply the concept, principles and theories of motivation in a leadership context
- **(8968 US):** Accommodate audience and context needs in oral communication
- **(15216 US):** Create opportunities for innovation and lead projects to meet innovative ideas
- **(113959 US):** Identify basic employment rights and responsibilities and deal appropriately with own grievances and disputes

4. Topics

Module 1: Motivation and Leadership

- Introduction to motivation
- The importance of motivation in leadership
- Motivation and employee performance
- Intrinsic and extrinsic motivation
- Major theories of motivation
- Applying motivation theories in the workplace
- Leadership styles and employee motivation
- Self-motivation techniques
- Motivating diverse teams
- Coaching and mentoring employees
- Building employee engagement
- Recognising and rewarding performance
- Developing a motivating work environment
- Monitoring motivation and performance

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

Module 2: Effective Workplace Communication

- Principles of effective oral communication
- Understanding audiences and communication contexts
- Adapting communication styles
- Verbal and non-verbal communication
- Active listening techniques
- Questioning and feedback techniques
- Public speaking and presentation skills
- Building confidence when speaking
- Communicating in meetings
- Persuasive communication
- Identifying manipulative language
- Managing difficult conversations
- Professional communication etiquette
- Workplace communication strategies

Module 3: Innovation and Project Leadership

- Introduction to workplace innovation
- Understanding organisational innovation
- Identifying opportunities for innovation
- Analysing industry trends and new developments
- Creative thinking and problem-solving techniques
- Developing innovative ideas
- Evaluating innovation opportunities
- Planning innovation projects
- Leading innovation initiatives
- Managing innovation project teams
- Monitoring project implementation
- Measuring project effectiveness
- Continuous improvement practices
- Embedding a culture of innovation

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Module 4: Employment Rights, Responsibilities and Workplace Relations

- Introduction to employment legislation
- Employee rights and responsibilities
- Employer obligations
- Workplace policies and procedures
- Employment contracts and conditions of employment
- Sources of employment information and support
- Identifying workplace grievances
- Types of workplace disputes
- Grievance handling procedures
- Dispute resolution processes
- Workplace ethics and professionalism
- Promoting respectful workplace behaviour
- Maintaining positive employee relations
- Preventing workplace conflict

5. Target Market

This programme is suitable for:

- Team Leaders
- Supervisors
- Junior and Middle Managers
- Departmental Managers
- Project Managers
- Public Sector Officials
- Local Government Employees
- Human Resource Practitioners
- Training and Development Practitioners
- Operations Managers
- Community Development Practitioners
- Emerging Leaders
- Employees preparing for leadership and management 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.

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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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