

## Leadership Theory & Organisational Performance

### 1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills required to understand and apply leadership theories, communicate effectively in professional environments, and implement monitoring and evaluation (M&E) principles to improve organisational and programme performance. Participants will develop leadership capabilities, strengthen oral communication skills, and use monitoring and evaluation practices to support informed decision-making, accountability, and continuous organisational improvement.

### 2. Programme Outcome:

- Explain the concept and principles of leadership within a workplace context
- Differentiate between leadership and management roles and responsibilities
- Analyse and apply various leadership theories to improve organisational performance
- Demonstrate effective leadership behaviours and qualities in the workplace
- Communicate confidently and effectively in formal and informal workplace settings
- Apply effective listening, speaking, and presentation skills
- Analyse and evaluate spoken communication to improve workplace interactions
- Explain the purpose and importance of monitoring and evaluation as a management function
- Interpret organisational policies and frameworks relating to monitoring and evaluation
- Develop a basic monitoring and evaluation system for a programme, project, or organisation
- Assess organisational or programme performance using monitoring and evaluation principles

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| <b>Qualification:</b>      | Certificate of Completion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Duration:</b>           | 3-Months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Programme Type:</b>     | Category B – Workplace-Based Learning Programme                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Programme ID:</b>       | PA0217                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>SAQA US:</b>            | 120300, 8974, 337063                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>NQF Level:</b>          | 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Credits:</b>            | 18                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Entry Requirements:</b> | Communication at NQF Level 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Training Options:</b>   | <b>Online</b> - 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.<br><b>Blended</b> - 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. |

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**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

- **(120300 US):** Analyse leadership and related theories in a work context
- **(8974 US):** Engage in sustained oral communication and evaluate spoken texts
- **(337063 US):** Demonstrate knowledge and insight into the principles of monitoring and evaluation in assessing organisation and/or programme performance in a specific context

### 4. Topics

#### Module 1: Leadership Principles and Theories

- Introduction to leadership
- Leadership versus management
- Characteristics of effective leaders
- Leadership roles and responsibilities
- Leadership styles
- Classical and contemporary leadership theories
- Situational and transformational leadership
- Ethical leadership principles
- Leadership and organisational performance
- Decision-making in leadership
- Leading teams effectively
- Developing leadership capabilities
- Applying leadership theories in the workplace
- Continuous leadership development

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

## **Module 2: Professional Oral Communication**

- Principles of effective oral communication
- Communication in the workplace
- Active listening skills
- Responding critically and respectfully
- Verbal and non-verbal communication
- Public speaking and presentation techniques
- Engaging different audiences
- Communicating with confidence
- Conducting workplace discussions and meetings
- Evaluating spoken communication
- Giving and receiving constructive feedback
- Managing communication barriers
- Persuasive communication technique
- Professional communication etiquette

## **Module 3: Monitoring and Evaluation for Organisational Performance**

- Introduction to monitoring and evaluation (M&E)
- Purpose and benefits of monitoring and evaluation
- Monitoring versus evaluation
- Monitoring and evaluation principles
- Organisational policies and M&E frameworks
- Designing a monitoring and evaluation system
- Developing indicators and performance measures
- Data collection methods
- Performance monitoring techniques
- Evaluating programme and organisational performance
- Reporting monitoring and evaluation findings
- Using M&E for decision-making
- Continuous improvement through monitoring and evaluation
- Promoting accountability and organisational learning

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## 5. Target Market

This programme is suitable for:

- Team Leaders
- Supervisors
- Junior and Middle Managers
- Departmental Managers
- Project Managers
- Monitoring and Evaluation Practitioners
- Public Sector Officials
- Local Government Employees
- Programme Coordinators
- Community Development Practitioners
- Non-Governmental Organisation (NGO) Staff
- Business Managers
- Emerging Leaders

## 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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