

Workplace Leadership & Team Management

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills required to effectively manage team performance, induct new employees, align departmental activities with organisational strategy, and understand the core and support functions of an organisation. Participants will develop leadership capabilities that enhance employee performance, teamwork, organisational effectiveness, and the achievement of strategic objectives.

2. Programme Outcome:

- Set individual and team performance goals aligned with organisational objectives
- Monitor, evaluate, and improve employee performance
- Develop performance improvement and employee development plans
- Prepare for and conduct effective employee induction programmes
- Explain performance expectations and career development opportunities to new team members
- Explain organisational strategy and its impact on departmental performance
- Align team objectives with organisational strategic goals
- Identify the core and support functions within an organisation
- Explain the relationship between departments and organisational success
- Promote teamwork, accountability, and continuous improvement

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0289
SAQA US:	11473, 242812, 242813, 242814
NQF Level:	4
Credits:	23
Entry Requirements:	NQF Level 3 qualification
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

- **(11473 US):** Manage individual and team performance
- **(242812 US):** Induct a member into a team
- **(242813 US):** Explain the contribution made by own area of responsibility to the overall organisational strategy
- **(242814 US):** Identify and explain the core and support functions of an organisation

4. Topics

Module 1: Managing Individual and Team Performance

- Introduction to performance management
- Performance management systems
- Setting SMART performance goals
- Developing Key Performance Indicators (KPIs)
- Monitoring employee performance
- Performance reviews and appraisals
- Coaching and mentoring employees
- Performance improvement planning
- Employee development planning
- Managing underperformance
- Recognising and rewarding performance

Module 2: Employee Induction and Team Integration

- Purpose and benefits of employee induction
- Planning an induction programme
- Preparing the workplace for new employees
- Introducing new employees to the organisation
- Team integration strategies
- Explaining workplace policies and procedures
- Performance expectations
- Career development opportunities
- Building positive workplace relationships
- Monitoring induction effectiveness

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

Module 3: Organisational Strategy and Team Alignment

- Understanding organisational vision and mission
- Strategic planning principles
- Organisational goals and objectives
- Aligning departmental objectives with strategy
- Translating strategy into operational activities
- Communicating organisational strategy
- Team roles in achieving strategic objectives
- Monitoring strategic performance
- Continuous improvement initiatives
- Promoting organisational commitment

Module 4: Organisational Structure and Functions

- Introduction to organisational structures
- Core business functions
- Support functions within organisations
- Line and support functions
- Roles and responsibilities of departments
- Departmental interdependence
- Communication across organisational functions
- Organisational effectiveness
- Collaboration between departments
- Supporting organisational success

5. Target Market

This programme is suitable for:

- Team Leaders
- Supervisors
- Junior Managers
- Line Managers
- Shift Supervisors
- Department Coordinators
- Human Resource Practitioners
- Operations Supervisors
- Administrative Managers
- Project Team Leaders
- First-Line Managers
- Individuals preparing for leadership and management roles

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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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