Organisations are made up of machines and people. People are one of the organisations most important resource and probably also the most complex because we are all different from one another, be it our interests, beliefs, skills, capabilities, etc. To direct and guide these complex resources in organisations, leadership is required. The process of leading involves setting certain activities in motion and keeping them going so that the organisational objectives can be attained. Leaders give direction so that all resources are deployed effectively, so that productivity is controlled and kept at its best.

The single most important thing, which can help the developing world is a better management of its resources through effective leaders.

This three day course is based upon participants learning the following:

- Distinguishing between management and leadership
- Identify and describe essential functions of a management role
- Identify and describe leadership principles and styles
- Time management as a manager and a leader
- Problems solving and decision-making as a manager and a leader

Course Overview
Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their personal learning objectives.

Introduction to Management
In this session participants will cover the following topics:
- What is Management?
- What is a Management Role?
- The Managerial Grid
- Basic Management Skills of Planning, Organising, Directing and Monitoring

Introduction to Leadership
In this session participants will cover the following topics:
- The definition of Leadership
- The Two Most Important Keys to Effective Leadership
- The Eleven Principles of Leadership
- The Styles of Leadership (i.e. Laissez-Faire, Transactional and Transformational)
- Difference between Management and Leadership

Time Management for Managers and Leaders
In this session participants will cover the following topics:
- Commitment to Change and doing it One Step at a Time and How it Works
- Managing Tasks, using To-Do Lists correctly and Prioritising
- Delegating (i.e. Levels of Delegation and Ways to Delegate)
- Dealing with Time Stealers (i.e. Email, Personal Callers, Phone Calls, Meetings, Going off on a Tangent and Procrastination

Solving Problems and Making Decisions as a Manager or a Leader
In this session participants will cover the following topics:
Problem Solving
- Define the problem
- Identify the cause of the problem
- Look for ways to resolve the problem
- Select an approach, Implement the plan, Monitor the plan and then Verify the problem has been resolved

Decision-Making
- Types of Decisions
- Facts vs. Information
- Decision-making traps, such as Misdirection, Sampling, Bias, Averages, Selectivity and Interpretation
- Being Subjective and Objective and taking Responsibility

Course Wrap-Up
At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.

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