

# Leadership and Management Level 3

## Course Outline



Leadership defined from a management perspective is being able to influence and direct the behavior of individuals and groups in such a way that they work willingly to pursue the objectives and goals of the organisation.

Effective leaders infuse energy into an organisation and activate its employees and resources to achieve targets and stay abreast in their environments. Leadership is the relationship and interaction between superior and subordinate. The importance of effective communication and delegation procedures help a leader to focus on areas such as employee motivation and involvement as well as proper coaching and counselling. A happy employee will after all be more productive in the workplace and willing to go the extra mile, if he/she feels looked after by the organisation. Leaders continually analyse and monitor the performance of employees as well as the business' performance and take steps to re-direct and stay on course. Through regular performance appraisals, financial reporting and indicators, leaders strive to keep ahead of completion, maximize productivity and continuously improve performance in all areas.

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

- Definitions of Management and Leadership
- Company's Mission and Organisational Goals
- Importance of Performance Management Systems to a business
- Performance Standards for Employees
- Employee Motivation and Employee Involvement
- Coaching and Counselling Styles
- Delegation
- Business Performance Indicators and Problems relating to Business Performance
- Budgeting and Finance and Reducing Business Losses
- Behaviours in the Workplace
- Stress in the Workplace

### **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 Leadership and Management**

In this session participants will cover the topics that were introduced in Leadership and Management Level 2:

- What is Management and a Management Role?
- The definition of Leadership
- Difference between Management and Leadership

### **Company Mission and Organisational Goals**

In this session participants will look at:

- Setting a Company Mission and Goals
- Why a Mission Statement
- Setting Goals

### **Performance Management System**

In this session the following topics will be shared:

- Why is it important for the business and the employees?
- Tools and Techniques to managing employee performance
- The Benefits of Performance Management

### **Setting Performance Standards**

In this session will particularly cover the following topics:

- Objectives of Performance Appraisals
- Process of Performance Appraisals
- Methods of Performance Appraisals

### **Employee Motivation**

In this session participants will look at various aspects of employee motivation and what employee motivation actually is.

### **Enhancing Employee Involvement**

This session participants will look at the following:

- Employee Involvement Model - Tell, Sell, Consult and Join and Delegate
- Pay Initiatives and Employee Involvement
- Linking Quality Measures and High-Performance Teams to Pay
- Teams and Effective Performance Measurement

### **Coaching and Counselling Styles**

In this session participants will cover the following topics:

- Personal Qualities of a Good Coach
- Core Coaching Competencies
- Critical Aspects in Coaching (Rapport, Listening, Questioning and Communication)
- Training for the Coach
- Self-Management

### **Delegation**

This session will assist participants with delegation.

- Why We Don't Delegate
- Pitfalls of Not Delegating or Delegating Poorly
- Benefits of Successful Delegation

### **Business Performance Indicators**

In this session, participants will learn about:

- Business Performance Indicators
- Methods for Implementing Business Performance Indicators

As well as look at problems related to poor business performance.

### **Budgeting and Finance**

In this session, participants will learn about:

- Roles of Managers
- Financial Control, Budget Management, Cash Flow, Credit and Collections
- Budget Deviation Analysis and Financial Statements
- Financial Planning and Analysis (Profit & Loss Statements, Balance Sheets, Break-Even Analysis)

### **Reducing Business Losses**

In this session, participants will look specifically at:

- Paying the right price
- Analysing your Expenses
- Breaking-Even
- Locating Reducing Expenses
- Taking Cost-cutting action

### **Understanding Behaviour in the Workplace**

In this session, participants will specifically be:

Shown how to understand the different Behaviours found in the Workplace, to demonstrate the Twelve Steps to Team Success and to React Successfully using techniques for Conflict Resolution.

### **Dealing with Stress in the Workplace**

In this session, participants will specifically be shown how to:

- Recognise Stress causing Issues in the Workplace.
- Demonstrate Understanding of the Characteristics and Traits of Stress in the Workplace.

### **Course Wrap-Up**

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