

COURSE OVERVIEW

Management and leadership skills are essential for individual development as well as the overall success of any organisation. A formidable team of managers and leaders can delegate tasks effectively, empower and motivate employees, set ambitions and manage tasks. This ensures that organisational goals are met through increased productivity, employee retention, improved communication and decision-making and reduced workplace conflict. The courseware consists of 7 eLearning Modules containing voice-over audio, video, case studies, virtual role play and short quizzes.

MODULE 1: 10 SOFT SKILLS

Soft skills relate to how you work with other people. This module is an extensive, but not exhaustive, guide to what should be considered as some of the key soft skills:

MODULE 2: CONFLICT RESOLUTION

The workplace can be a high-pressure environment where anger, frustration and disappointment can take hold. You will learn several skills, such as:

MODULE 3: MANAGEMENT RESPONSIBILITIES

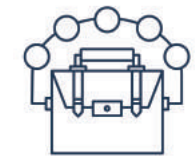
Management is vital to the success of every organisation. Managers need to be both effective and efficient in their jobs and are responsible to:

MODULE 4: BUSINESS ACUMEN

Business acumen is the ability to understand and deal with different business situations and thus make accurate and quick decisions. This module will equip you to be able to:








CONFLICT RESOLUTION



BUSINESS ACUMEN

-  Empathy and Professionalism
-  Communication
-  Problem Solving
-  Networking
-  Learning from Mistakes
-  Attitude and Work Ethics
-  Adaptability and Flexibility
-  Self-Confidence
-  Time Management
-  Teamwork

Applying these skills helps us build stronger work relationships, work more productively and maximise our career prospects.

-  Understanding what conflict and conflict resolution means
-  The pros and cons of each conflict management style
-  Being able to use basic anger and stress management techniques
-  Being able to use crucial conflict resolution skills, and
-  Understanding the six phases of the Conflict Resolution Process

You will be able to use these skills not only to prevent conflict but also to help others work through conflict. Remember, everyone experiences conflict – it's how you deal with it that matters.

-  Communicate
-  Manage Information and Make Decisions
-  Use Organisational Strategies to Facilitate Change
-  Apply the Control Process
-  Manage Teams
-  Evaluate Performance
-  Apply the Basics of Financial Reporting and Budgeting
-  Understand Ethics in the Workplace
- Motivate People and Get Results

-  See the bigger picture
-  Understand KPIs
-  Recognise learning events and take advantage of these opportunities
-  Use your financial statements as a management tool
-  Improve your understanding of financial literacy
-  Be an effective manager
-  Develop a risk management strategy
-  Develop critical thinking, and
- Find key financial levers

MODULE 5: EMPLOYEE SUPPORT

Employee support is about showing you as a manager how to get the best out of a confident, motivated set of employees.

This module will enable you as a manager to:



- Create a 'culture of wellness'
- Promote a safe working environment
- Keep employees motivated
- Improve employee performance through coaching
- Build and foster trust with employees
- Identify symptoms of workplace anxiety
- Understand what corporate behaviour is and how to implement employee engagement, and
- Lead with integrity

MODULE 6: GETTING THINGS DONE

Great managers focus on getting things done – they have a system in place for everything. Here are a few solutions to getting things done, with less hassle!

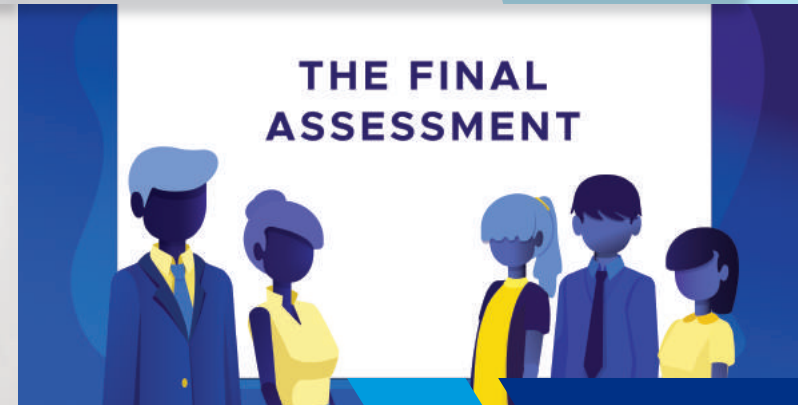


- 🔍 Influencing Skills
- 📋 Assigning Work
- 🔑 Overcoming Procrastination
- 🕒 Wise Time Management
- 🏢 Negotiation Basics
- 💡 Making an Impact
- 👉 Degrees of Delegation
- 👤 The four P's of Goal Setting
- 🗣️ Conflict Resolution Process

Actively working at getting things done is so much more effective than just letting things happen.

MODULE 7: FINAL ASSESSMENT

After taking the final assessment in Module 7, the user will receive a certificate of completion.



MANAGEMENT AND LEADERSHIP FUNDAMENTALS eLEARNING COURSE



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