Leadership Skills

A SAQA registered qualification for Administrative Professionals in all Services Sectors
SAQA ID: 114226, NQF Level 5, 8 Credits
Facilitator: Gerhard Visser

Course Objectives

- Understand your personal leadership strengths and limitations
- Connect your own personal values with those of your Department
- Recognise the impact of your personal actions and behaviors on those around you
- Develop core project management skills
- Create a performance-based Department
- Promote the spirit of Batho Pele within your Department

Who should attend

Directors, deputy directors and anyone involved in managerial and leadership roles.

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See attached registration form for pricing. T&C apply.
Introduction

As President Mandela quoted in his inaugural speech in 1994,

“...Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness, that most frightens us. We ask ourselves, who am I to be brilliant, gorgeous, talented, fabulous? Actually, who are you not to be? You are a child of God. Your playing small doesn’t serve the world. There’s nothing enlightened about shrinking so that other people won’t feel insecure around you. We are all meant to shine, as children do. We were born to make manifest the glory of God that is within us. It’s not just in some of us; it’s in everyone. And as we let our own light shine, we unconsciously give other people permission to do the same. As we’re liberated from our own fear, our presence automatically liberates others.”

Management training and leadership development is not a “nice to have” but rather core to the health and growth of South Africa’s public sector. This intensive 3 day training course offers a planned and systematic approach to developing the core knowledge and skills Government managers and leaders need to work with confidence throughout their careers.

This course focuses on the differentiators for today’s Government leaders and managers - the ability to create vision, capture the hearts and minds of people, communicate in a persuasive way, balance the need for results with the need to inspire and energise people.

Through this comprehensive training program, you will master strategic planning, performance measurement, performance budgeting and program evaluation techniques. Designed with the latest government performance mandates in mind, you will emerge from the course armed with the skills to plan, measure, evaluate and budget...for results in government.

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The link between effective leadership and organisational success
- How leadership makes a difference
- The evolution of thinking about effective leadership
- Leadership in the Public Sector

Core Project Management Skills
- Performance-Based budgeting in Government
- Strategic Planning in Government
- Developing and Using Performance Measures in Government

Performance Measurement and Evaluation
- Performance benchmarking for Government
- Programme evaluation and analysis
- Performance reporting in Government
- Auditing and improving performance information
- Employee performance evaluations and incentives
- Balanced Scorecard measurement and management in Government

Managing Performance and Cost Efficiency in Government Functions
- Performance-based grants management
- Performance-based contracting
- Managing competitive sourcing
- Monitoring and managing contract performance
- IT performance measurement
- HR performance measurement
- Lean Six Sigma for Government
- Earned value project management

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Course Outline

Creating a Performance-Based Culture

- Leadership strategies in the Public Sector
- Leading organization change in Government
- Managing diversity

Promoting the Spirit of Batho Pele

- Using the Batho Pele initiative to get public servants to be service orientated, to strive for excellence in service delivery and to commit to continuous service delivery improvement
- Embracing Batho Pele as an integral part of all management activities to ensure that every management process is aimed at improved service delivery and customer satisfaction
- The four pillars of the Batho Pele revitalisation strategy
- The eight principles of Batho Pele and how to implement them within your Department

Ethical Principles, Standards and Conduct in the Public Sector

- Core ethical values and standards which apply to the public sector
- Maintaining appropriate standards of integrity and personal responsibility
- Understanding the Public Sector Code of Conduct
- Identifying strategies for managing conflict

Personal Development

- Preparing an action plan for use to implement to manage conflict

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Day One

08h30 – 10h00

**MODULE 1:**
Build and Lead a Team to Meet Set Goals and Objectives

After completing this Module, the Learner will be able to:
- Demonstrate knowledge of the principles and processes of team building in workplace activities
- Leadership
- Leadership versus Management
- Management Definition
- Roles of Leaders vs. Roles of Managers

**10h00 - 10h15 Tea**

**10h15 – 12h00**
- Leaders and Planning
- Strategic Planning
- The Planning Process
- Setting Objectives
- Management by Objective (MBO)
- Objectives
- Leading a Team
- Building a Team
- Empowering Employees
- Team Development
- Team Needs
- Motivation
- Delegation

Obtain agreement from team members on objectives timeframes, rules and guidelines for participation

**12h00 – 13h00 Lunch**

**13h00 - 14h30**
- Organising Public Sector Resources
- Building Consensus
- Group Conflict
- Techniques for Improving Group Participation
- The Decision-Making Process
- Lead the Team to Complete Workplace Activities
- Putting your Work Team Together
- Putting your Goals into Action
- The Delegation Process
- Promoting Productivity

**14h30 - 14h45 Tea**

**14h45 – 16h00**
- Leading a Change
- Lead a Diverse Team
- Diverse Personality Styles
- Reflection of Module 1

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Day Two

08h30 – 10h00

MODULE 2:
Applying Batho Pele Principles as a Leader

After completing this Module, the Learner will be able to:
Understanding Batho Pele Principles
Batho Pele
Context of Service Delivery
The Public Service Management Framework
The Principles of Batho Pele
The Machinery of Government
Reflection of Module 2

10h00 – 10h15 Tea

10h15 – 12h00

MODULE 3:
Applying the Public Sector Code of Conduct as a Leader

After completing this Module, the Learner will be able to:
Understanding the SA Public Sector Code of Conduct
Role of a Code of Conduct in a Business Environment
Guidelines to the Code of Conduct for Public Servants
Reflection of Module 3

12h00 – 13h00 Lunch

13h00 – 14h30

MODULE 4:
Managing Performance

After completing this Module, the Learner will be able to:
Establish performance standards and monitoring systems
Performance Management
Managing Performance in the Public Sector
Performance Management Methods
Setting Performance Standards
Managing Performance and Cost
Efficiency
Performance-based Grants Management
Managing Competitive Sourcing
Learn Six Sigma Performance Management

14h30 – 14h45 Tea

14h45 – 16h00

Earned Value Management
Prepare for performance review of team member
Preparing for the Performance Review Session
Preparing to Give Feedback Conduct performance review interview
Conducting the Performance Review Session
Making Performance Judgments
Managing Under-Performance
Reflection of Module 4

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Day Three

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<tr>
<th>Time</th>
<th>Session</th>
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| 08h30 – 10h00 | **MODULE 5: Leading a Project**  
After completing this Module, the Learner will be able to:  
Apply a Range of Project Management Tools and Techniques  
Understanding Project Management  
Leading a Project  
The Project Team  
Key Principles of Project Management |
| 10h00 – 10h15 | **Tea**  |
| 10h15 – 12h00 | **Project Life Cycle Project Phases**  
Projects and Systems  
Managing a Project  
Project Manager Role  
Project Manager Skills  
Using a Generic Ten Step Approach to Project Management  
Using the Project Management Processes  
Planning the Project  
Create a Work Breakdown Structure  
Assign Resources  
Managing Resources in a Project in the Public Sector  
Create a PERT Chart / Network Diagram |
| 12h00 – 13h00 Lunch | |
| 13h00 – 14h30 | **Create a Gantt Chart**  
Create a Risk Management Plan  
Create a Financial Plan  
Create a Communication Plan |
| 14h30 – 14h45 | **Tea**  |
| 14h45 – 16h00 | **Implementing the Project**  
Project Change Control  
Making corrective action  
Reporting on the Project  
Updating the Project Plan  
Providing Accurate Reports  
Closing a Project  
Closing Processes  
Managing a Project in the Public Sector  
Using Project Management Software  
Ten ways to Make Sure Your Project Succeeds  
Reflection of Module 5 |

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How To Register

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