

### 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



CLICK HERE FOR
FULL COURSE
OUTLINE

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Email
sales@dmstraining.co.za

# People Management and Empowerment

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, empower 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.

## BASED ON A SAQA registered qualification for Administrative Professionals in all Services Sectors

In this learning programme we will be covering various Unit Standards such as:

- Build teams to meet set goals and objectives (15237, Level 5, 3 Credits)
- Apply the Batho Pele principles to own work role and context (113955, Level 3, 4 Credits)
- Demonstrate knowledge of and apply the Public Sector Code of Conduct in own work roles and context (113956, Level 3, 4 Credits)
- Monitor team members and measure effectiveness of performance (15230, Level 5, 4 Credits)
- Apply a range of project management tools and techniques (120385, Level 4, 7 Credits)



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# Course Outline People Management and Empowerment

Face to Face Training
Covid 19 Safety
Measures in Place.
We are going above and
beyond to make
Training with us as safe
as possible by
implementing certain
measures at our Venues/
Hotels

or Online Virtual Based Training Via Zoom or MS Teams

Training is facilitated in real-time, providing the benefit of hands on learning.

Delegates interact with the facilitator and each other, as with any other classroom experience.

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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

CLICK HERE FOR FULL
COURSE OUTLINE



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# **Course Outline**

# People Management and Empowerment

## **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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