



About the Programme

This programme prepares managers to manage in the **new world of work** by transferring knowledge and skills needed to **manage both self and others**. It Enables managers to become more **self-aware** and **manage their emotions** in a productive way, whilst still getting the best performance from their people and addresses topics like managing **diversity**, **self-mastery** (managing self), problem solving, becoming **emotionally intelligent** (managing your emotions) in a **practical way** so that the **new behaviour** is **applied in the workplace**.

Accreditation

This Programme will be customized to meet the business needs. It is an accredited skills programme, articulating into the **National Certificate: Generic Management (NQF Level 5)**, SAQA Qualification ID 59201; Unit Standards: 252031 and 252043. Successful delegates will receive **10 Credits** towards this National Certificate.

Programme Delivery

This programme is offered as a blended learning solution consisting of:

- Virtual Classroom – Live Classroom Streaming (Zoom), real-time interaction with learners.
- Small Group Work – Learners to collaborate in small groups, to complete application activities.
- On-line Learning Material via Moodle – allowing each learner to learn at their own pace.
- Webinars – facilitated by faculty and assessors to support learners.
- Classroom sessions – to ensure practical application of learning

Programme Objectives

- Understanding EQ and Leadership (Self and Others)
- Developing Self-awareness
- Developing Strategies for Self-Management
- Developing Social Awareness and Empathy
- Developing Social Skills/Relationship Management to Influence Others
- Enhancing Leadership and Management ability through E.Q
- Identify & navigate challenging environments based on emotions
- Skills to effectively manage and control emotions
- Influence positive transformation, using Emotional Intelligence (EQ) as a tool to negotiate & influence positive outcomes for individuals, teams and the organisation as a whole.
- To apply EQ as a leadership and management skill, to better understand diversity and to strengthen relationships and communication on all levels.

Fundamental Capabilities

Self-Awareness

- Emotional Social-Awareness
- Accurate Self-Assessment
- Self-Confidence

Social Awareness

- Empathy
- Organisational Awareness
- Service Orientation

Self-Management

- Emotional Self-Control
- Transparency
- Adaptability
- Achievement Orientation
- Initiative
- Optimism

Relationship Management

- Developing Others
- Inspirational Leadership
- Change Catalyst
- Influence
- Conflict Management
- Teamwork & Collaboration

Programme Deliverables

Learners will be required to complete the following:

- 2 x Portfolio of Evidence (PoE)
- Personal Growth Plan

Customisation

- Accredited or non-accredited
- Tailored to your specific needs
- Length and number of days are changeable
- EQ Assessment optional