

Leadership and Problem-Solving Skills



Bizzco ID SP05
SAQA ID SP 0861/13-17
NQF Level 4
Min Credits 56
Duration 6 - 12 Months
MERSETA Accredited

ENTRY REQUIREMENTS?

Communication, Mathematical Literacy & Computer Literacy at NQF level 3

COURSE DESCRIPTION

This skills programme explores the essential elements of leadership that drive successful organizations. It further investigates associations between leadership behaviours and implementation of supply chain management (SCM) practices. A given leadership model applicable to a supply chain context is utilized to evaluate the effectiveness of personal leadership style and recommend improvements.

WHO IS THIS COURSE FOR?

Practitioners working in all sectors of the economy, community organisations or Non-Governmental Organisations (NGOs). It will enable learners to gain insight into the role of leadership within a work context, and thus providing them with the skills and knowledge to add value to their job.

In the event that the learner requires SETA registration, the learner would need to be employed by a company. Please contact us for more information.

SUPPORTING DOCUMENTS NEEDED?

Certified copy of ID
Certified copy of highest qualification
Employment letter/contract*

**Only needed for SETA registration*



DELIVERY METHODS

Online, Facilitated or Blended

Speak to us about other methods of training delivery and corporate customization!

Online

Interactive self-study 2- 3 hours per day over the 12-month period.

Blended

4 - 28 Facilitation hours, depending on group size.

Facilitated

56 Facilitation hours, total of 7 days of training.

Leadership and Problem-Solving Skills**COURSE STRUCTURE****Module 01****Importance of Customer Service**

This module emphasises the importance of customer service to a business in detail. The importance of a customer and the effects poor service has on a business. The module also addresses the impact of inventory on customer service.

Lessons

01	What is Customer Service?
02	Effects of Poor Customer Service on the Business
03	Standards of Customer Service
04	Impact of Inventory on Customer Service
05	The Perfect Order - Why Is It So Important?
06	Cost Of Back Orders
07	Demand And Customer Service
08	Measuring Customer Satisfaction

Module 02**Motivate and Build a Team**

Team work is important in any company. A strong team will ensure the success of a department as well as a business. Knowing the purpose of a team, the team dynamics, how to set goals and motivate a team is important.

Lessons

01	Team Leader and the Purpose of a Team
02	Conduct and Ethics
03	Induct a New Member into a Team
04	Strengths, Weaknesses and Personal Development
05	Strengthening and Motivating a Team
06	Team Goals and Implementing a Performance Plan
07	Performance Management and Feedback
08	Maintain Records for a Team

Module 03**Business Skills**

We all work for a company meaning we need to understand how businesses operate in order to make the most of our contribution to the company's success.

Lessons

01	Measurements and Performance
02	Using Math to Manage Budgets
03	Preparing for a Meeting
04	Conducting and Reporting on a Meeting

Leadership and Problem-Solving Skills**Module 04****Leadership Concepts**

Knowing how to identify and solve problems, how to interpret statistics and how to optimise space usage are some of the key skills you will learn.

Lessons

01	Leadership Versus Management
02	Evaluate Leadership Effectiveness
03	Problem Solving Techniques
04	Select and Evaluate Solutions to Problems
05	Identify and Develop Business Objectives
06	Formulate a plan to meet Objectives
07	Implement the Plan
08	Monitor Activities

Leadership and Problem-Solving Skills**UNIT STANDARD INFORMATION**

Type	US ID	US Title	NQF	Credits
NA	242810	Manage Expenditure against a budget	NQF Level: 04	6
NA	242816	Conduct a structured meeting	NQF Level: 04	5
NA	242817	Solve problems, make decisions and implement solutions	NQF Level: 04	8
NA	242819	Motivate and Build a Team	NQF Level: 04	10
NA	242822	Employ a systematic approach to achieving objectives	NQF Level: 04	10
NA	242824	Apply leadership concepts in a work context	NQF Level: 04	12
NA	242829	Monitor the level of service to a range of customers	NQF Level: 04	5

