

MANAGEMENT & LEADERSHIP ONLINE COURSE

**DELIVERED BY SAM HOSPITALITY
ACADEMY, JOHANNESBURG,
SOUTH AFRICA**



MANAGEMENT & LEADERSHIP

- We are excited to announce an incredible 3-month distance learning course. This course is designed by experts for both the aspiring and current Managers to equip you with leadership skills to manage high performance teams
- We will give you all the tools you need to become a phenomenal manager and leader.



WHAT DOES THE COURSE COVER?

- Differentiating between Leadership and Management
- Factors of Leadership
- Leadership challenges at work
- Management challenges at work
- Recognizing Leadership Styles
- Effective delegation & situational leadership
- The Managerial Grid

WHAT DOES THE COURSE COVER?

- Four development levels of followers
- The four situational leadership styles
- Adapting your leadership style
- Influencing and motivating your team
- The art of Persuasion and Negotiation
- The speed of Trust – The Heart of Leadership



WHAT DOES THE COURSE COVER?

- The Essentials of Management – Planning, Organizing, Controlling
- The Top Ten Qualities of and Excellent Manager
- Interviewing and Selection Skills
- Running Effective Meetings
- Arrangements prior to meeting
- Standard Items on agenda



WHAT DOES THE COURSE COVER?

- Secrets to successful business meetings
- How to deal with disruptive individuals in meetings
- Managing Performance
- Examples of Organizational Performance Standards
- Appraisal Skills – Dealing with poor performance
- Stretching your Team to Develop



WHAT DOES THE COURSE COVER?

- Decision making and Delegation Skills
- Team Evolution Stages
- Coaching and Mentoring Skills for Managers
- Types of Mentoring
- Coaching and mentoring connection process
- Managing of Challenging Behaviours
- Managing Pressure



SPECIFIC OUTCOMES

After this course, you will be able to:

- Manage and lead high performance teams
- Delegate effectively
- Run effective meetings
- Deal with poor performance
- Motivate and mentor your team members
- Set goals and help your team to achieve them

DIFFERENTIATING BETWEEN LEADERSHIP AND MANAGEMENT

Factors of leadership

- Follower
- Leader
- Communication
- Situation



LEADERSHIP CHALLENGES AT WORK

- Creating and maintaining a diversified team
- Inspiring others to share the leader's/ organizational vision
- Facilitating open and clear communication among co-workers
- Empowering incumbents to take action
- Providing inspiration to others



MANAGEMENT CHALLENGES AT WORK

- Achieving a stretch goal
- Bringing out the best in your employees
- Dealing with underperforming employees
- Dealing with outstanding employees
- Hiring the right people
- Responding to a crisis
- Continuous improvement



LEADERSHIP STYLES

- Authoritarian (autocratic)
- Participative, consultative, democratic
- Delegative (Free reign)
- Situational leadership model
- The managerial grid: Blake and Mouton
- Directive and Supportive behaviours
- Development levels



LEADERSHIP STYLES

- Telling/ Directing
- Selling/ Coaching
- Participating/ Supporting
- Delegating
- Influencing strategies



THE SPEED OF TRUST – THE HEART OF LEADERSHIP

- Training people how to think
- Defining trust
- Bling spots
- Communicating with intention
- Preparation
- Mechanics
- Producing the win/win attitude



ESSENTIALS OF MANAGEMENT

- Elements of management
- Guidelines to ensuring successful planning and implementation
- The process of organizing
- Organizational theories
- Tools of control
- The top ten qualities of an excellent manager



INTERVIEWING AND SELECTION SKILLS

- Do your homework
- Don't rush to judgment
- Studying behavior
- Changing things up
- Maintaining a consistent evaluation process

RUNNING EFFECTIVE MEETINGS

- How to prepare for meetings
- Tips on running weekly team meetings
- Preparing documents needed for the meeting
- Picking the right place and time for the meeting
- Arranging meeting venue
- Giving enough warning for the meeting
- Checking matters arising from previous meetings
- Setting time limits for the meeting

RUNNING EFFECTIVE MEETINGS

- Logistics – planning and organizing your meeting or training
- Standard items of the agenda
- Date and time of the meeting
- Venue, Attendance, Adoption of agenda
- Minutes from last meeting
- Matters arising
- Reports from sub-committees
- Financial report
- New business
- Conducting meetings



SECRETS TO SUCCESSFUL BUSINESS MEETINGS

- Mirroring techniques
- Using the power of silence to win people over
- Positive body movements
- Exploiting unique behavioural patterns to read people's minds



DEALING WITH DISRUPTIVE INDIVIDUALS AT MEETINGS

- Creating a smaller audience for them
- Getting the disruptive person to confront the issue
- Attacking the content
- Preparing the meeting to diffuse the disruption
- Suggesting a role reversal
- Listening – just in case
- Remaining calm and in control
- Making effective and impactful presentations



MANAGING PERFORMANCE

- Performance cycle
- Organizational performance standards
- Level of performance
- Techniques of giving feedback – content, manner, timing, frequency
- Performance management and principle



MANAGING PERFORMANCE

- Performance cycle
- Organizational performance standards
- Level of performance
- Techniques of giving feedback – content, manner, timing, frequency
- Performance management and principle
- Guidelines for disciplining
- Distinguishing between discipline and punishment



APPRAISAL SKILLS

- Performance – Ability x Motivation
- Enhancing ability
- Improving motivation
- Creating a performance improvement plan
- Giving effective feedback



STRETCHING YOUR TEAM TO DEVELOP

- Feelings, values, needs
- Maslow's need hierarchy theory
- Herzberg's motivational maintenance theory
- Why do people work?



GUIDELINES FOR STRETCHING YOUR TEAM TO DEVELOP THEM FURTHER

- Selecting the best
- Creating a vision and aligning it to people
- Determining which rewards are valued and important to each employee
- Empowering and consulting employees
- Providing opportunities beyond traditional roles
- Enhancing career development
- Recognising contributions
- Providing incentives and rewards



DECISION MAKING AND DELEGATION SKILLS

- Major pitfalls in delegation
- Benefits of delegation
- Five essential steps of delegation
- Decision making
- Team learning and performance
- Making the most of team learning



TEAM EVOLUTION STAGES

- Phase 1: Forming
- Phase 2: storming
- Phase 3: Norming - Charting a course)
- Phase 4: Performing – The action stage
- Productivity and morale in team development stages
- Managing remote teams



COACHING AND MENTORING SKILLS FOR MANAGERS

Types of mentoring

- Online mentorship programs
- Workplace mentoring
- Eight pillars of coaching and mentoring
- Limitations of mentoring
- Coaching vs Mentoring
- Benefits of coaching
- Limitations of coaching



COACHING AND MENTORING CONNECTION PROCESS

- Coaching process
- Phase 1: Planning the program's purpose and design
- Phase 2: Identifying potential mentors and mentees
- Phase 3: Facilitating a joint orientation (mentor, mentee and supervisor)
- Phase 4: Matching mentors and mentees



MANAGING OF CHALLENGING BEHAVIOURS

- Why do people become difficult
- Practical tips to dealing with difficult people



MANAGING PRESSURE

- Urgency vs Important
- Strategies for different quadrants on the matrix



WORKSHOP FEE – ZAR5 500

Includes:

- Training material sent to your email
- Training and support for 3 months
- Assignments sent and submitted via email
- Certificate on successful completion

Prices subject to change without prior notice





THANK YOU

SAMKELISO NKWANYANE

+27 82 765 9238

TRAINING@SAMHOSPIYALITY.CO.ZA

[HTTPS://SAMHOSPITALITY.CO.ZA/](https://samhospitality.co.za/)