



MANAGEMENT AND LEADERSHIP IN ACTION PROGRAMME (MLAP)

Face to face; online and virtual learning path options

SETA QUALIFICATION: 60270, NQF Level 5
NATIONAL CERTIFICATE IN GENERIC MANAGEMENT

With specialization in Manufacturing, Customer Management,
General Management and Strategic Management Elective Streams



PURPOSE

The Management and Leadership in Action Programme (MLAP) programme is designed for junior managers as an entry-level management and leadership intervention.

The programme is designed to enable the participant to thoughtfully spearhead their personal leadership goals, and to address the pivotal growth strategies needed for the organization. This programme provides individuals with the tools and processes needed to meet their organisation's leadership challenges.

PROGRAMME OVERVIEW

The skills, knowledge and understanding demonstrated within this qualification are essential for the creation of a talent pool of experienced and effective middle managers that represents the demographics of South African society. This qualification will create a leadership cadre for South African society throughout multiple industries and sectors both private and public.

TARGET AUDIENCE

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen.

DURATION AND MODALITY

Seven modules over twelve months making the learning journey easy for those in employment.

Learners enjoy a blended learning journey through online learning and virtual facilitator interaction through instructor-led focus sessions via the My Duke CE online portal.

STRUCTURE OF THE PROGRAMME

The programme comprises seven modules:

Module 1: Leadership in the Fourth Industrial Revolution (4IR)

Module 2: Future Business Skills for the 4IR

Module 3: Managing and Leading Teams

Module 4: Develop Operational Strategies, Projects and Action Plans

Module 5: Business Financial Analysis

Module 6: Governance and Risk

Module 7: Choose 1 of the elective streams.

Elective Streams:

- Manufacturing Management
- Customer Management
- General Management
- Strategic Management

ENTRANCE REQUIREMENTS

Matric, NQF Level 4 or equivalent or a minimum of 2 years working experience. If you do not have an NQF 4 qualification or higher, then you may qualify for the Recognition of Prior Learning (RPL) process.



MODULE OUTLINE



MODULE 1: Leadership in the 4IR

Outcomes

- Analyse leadership and related theories in a work context
- Understand the functioning of market mechanisms in applying strategies to maintain relationships
- Select and coach first line managers



MODULE 2: Future Business Skills for the 4IR

Outcomes

- Apply a system to decision making
- Formulate recommendations for a change process
- Use communication techniques effectively



MODULE 3: Managing and Leading Teams

Outcomes

- Monitor and evaluate team performance
- Lead people development and talent management
- Manage a diverse work force to add value
- Build team to achieve goals and objectives



MODULE 4: Develop Operational Strategies, Projects and Action Plans

Outcomes

- Develop, implement and evaluate a project plan
- Implement and evaluate an operational plan
- Create an environment that promotes innovation



MODULE 5: Business Financial Analysis

Outcomes

- Apply mathematical analysis to economics and financial data
- Manage the finances of a unit



MODULE 6: Governance and Risk

Outcomes

- Apply principles of ethics to improve organisational culture
- Apply the principles of knowledge management
- Monitor, assess and manage risk



MODULE 7: ELECTIVES

Elective Module: Manufacturing

Outcomes

- Optimise manufacturing processes
- Interpret and manage conflicts within the workplace

Elective Module: Customer Management

Outcomes

- Monitor handling of customer by frontline customer service
- Manage customer requirements and needs
- Identify and manage areas of customer service impact
- Establish customer needs and relationships and implement action plans

Elective Module: Generic Management

Outcomes

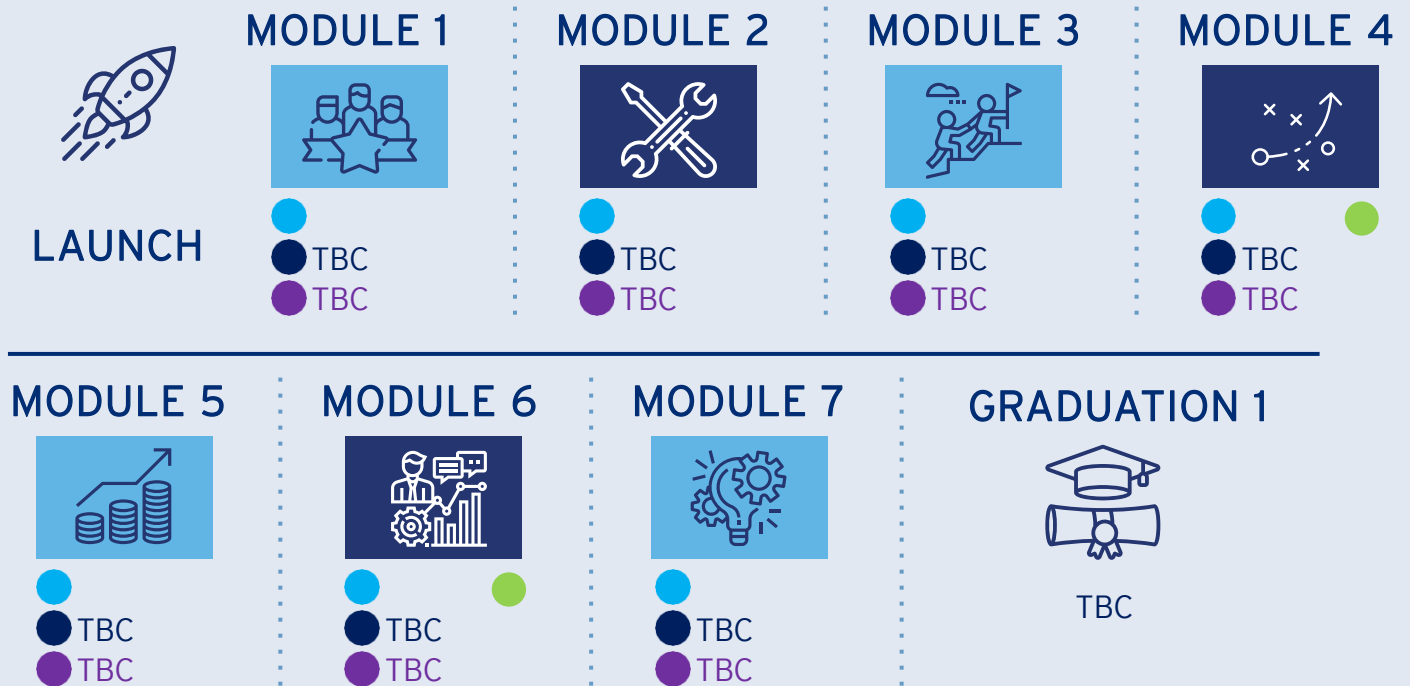
- Demonstrate an understanding of macroeconomic principles
- Recruit and select candidates to fill defined positions
- Explain the impact of organisational wellness on a business environment
- Conduct negotiations to deal with conflict situations
- Evaluate current practices against best practices
- Apply the principles and concepts of emotional intelligence to management

Elective Module: Strategic Management

Outcomes

- Evaluate and plan the role of self as leader in a function
- Formulate a strategy and an implementation plan for a function
- Apply problem-solving techniques to make decisions on a multi-faceted problem
- Use negotiation in multi-faceted situations to achieve the objectives of a function
- Manage relationships with strategic partners to improve the performance of a function
- Manage the information and institutional knowledge within a function
- Analyse the strategy and external environment of the entity in relation to a function
- Manage and improve communication processes in a function
- Appraise, develop and retain human capital for a function

MLAP ONLINE AND VIRTUAL INTEGRATION LEARNING SESSION AVAILABLE



>>>Workplace assessment and coaching support throughout the programme>>>

DUKE CE LEVERAGES BEST-IN-CLASS TECHNOLOGY TO DELIVER IMPACTFUL EXPERIENCES

Duke CE offers both live and self-paced virtual solutions



Delivery of a live program virtually with all the learners in a virtual classroom set-up



Delivery of a self-paced learning programme with pre-recorded sessions with coaching support

...leveraging multiple methods and techniques...



Teaching



Immersion



Coaching



Masterclasses

Duke CE leverages a blended learning approach that uses the latest in e-learning platforms, is suited to your organisation's needs and enhances the learning experience.