

# CERTIFICATE IN LEADING EFFECTIVE TEAMS

## PROGRAM OVERVIEW

The Global Certificate in Leading Effective Teams Program is designed for **experienced supervisors and managers**, who are seeking to enhance their skills in leadership and management, and build teams capable of achieving high-performance.



Course content is suitable for use in all industries.

## LEARNING FORMAT

The program is delivered through:

- **Online Learning** through the Global E-Learning Portal (participants have access to the portal for **6 months** from the date of registration).
- **Assessment** comprising short on-line quizzes for each course. **No formal written assessment is required.**
- Participants must complete **all 5** of the courses in the program to qualify for the certificate.
- Each course takes approximately **20 hours** to complete.
- **Tutor Support** is available through email, web conferencing and phone, throughout your program.

## CERTIFICATION

On completion of each course, learners can download completion certificates. On completion of the program, learners can download the program completion certificate.

## DIGITAL CREDENTIALS

On completion of the program, learners will receive an email with a link to their digital credentials. Digital credentials can be shared on LinkedIn and other social media.

## PROGRAM CONTENT

Your program comprises 5 courses:

PROGRAM CONTENT (Abridged)	
<b>Course 1</b>	<b>BUILDING AN EFFECTIVE TEAM</b> <ul style="list-style-type: none"> <li>– Key Factors in Team Success</li> <li>– Team Goal Setting</li> <li>– Forming an Effective Team</li> <li>– Team Motivation and Performance</li> <li>– Managing Team Roles for Performance</li> <li>– Managing Team Communications</li> </ul>
<b>Course 2</b>	<b>MANAGING MEETINGS</b> <ul style="list-style-type: none"> <li>– Planning and preparing for the meeting</li> <li>– Preparing Agendas and meeting logistics</li> <li>– Chairing the meeting</li> <li>– Controlling the Meeting</li> <li>– Managing Disruptive participants</li> <li>– Manage the taking of minutes</li> </ul>
<b>Course 3</b>	<b>PROBLEM SOLVING AND DECISION MAKING</b> <ul style="list-style-type: none"> <li>– The Problem Solving Method</li> <li>– Root cause analysis</li> <li>– Effective Decision making</li> <li>– Solution Generation Techniques</li> <li>– Risk Analysis</li> <li>– Planning Solution Implementation</li> </ul>
<b>Course 4</b>	<b>UNDERSTANDING LEADERSHIP</b> <ul style="list-style-type: none"> <li>– Understanding leadership</li> <li>– Understanding leadership styles</li> <li>– Situational leadership</li> <li>– Using the 3 main leadership styles</li> <li>– Transformational Leadership</li> <li>– Leading through motivation</li> </ul>
<b>Course 5</b>	<b>MANAGING STRESS AT WORK</b> <ul style="list-style-type: none"> <li>– The Biology of Stress</li> <li>– Understanding how stress affects your life.</li> <li>– The effects of stress on your people</li> <li>– The Role of the manager</li> <li>– Using the 3 A's approach to Managing Stress</li> <li>– Taking Control at Work</li> <li>– Managing Environmental Stress</li> <li>– Working with Powerful people</li> <li>– The Power of Positive Thinking</li> <li>– Setting up Stress Defenses</li> <li>– Management Competence and Managing Stress</li> <li>– The Role of the Organization in Managing Stress</li> </ul>