



Accredited  
Education  
and Training  
Provider  
3966



## **“Advanced Leadership Master Class in People Management and Empowerment”**

### **A Transformational Leadership Programme**

**Based on the South African Department of Public Works**

**Competency Assessment Framework for Senior Management Services**



**IMPROVE** business and personal relationships  
**SHIFT** negative attitudes and thinking patterns  
**IMPLEMENT** leadership behaviours and skills  
**LEARN** how to apply people management / empowerment strategies

Using International tools, real life case studies and content from “thought-leaders” around the world, this programme will challenge, enable and inspire you to new levels of Leadership and People Management Skills.

### Why this course?

What is the greatest challenge you have faced in your teams, your career, your personal life, and as a manager? Our client’s responses are always the same..... and backed by findings from international research (Lafasto and Larson...on 6000 teams)... the answer is....

.....problematic relationships....

..... more specifically, our ability to effectively communicate with, motivate and engage others...

It’s no surprise, that the Department of Public Service and Administration conducted research with Public Services Management and identified the following competencies as a critical part of their Competency Management Framework:

#### **People Management and Empowerment**

The ability to manage and encourage people, optimise their outputs and effectively manage relationships in order to achieve organisational goals.

#### **Problem Solving and Analysis**

The ability to systematically identify, analyse and resolve existing and anticipated problems in order to reach optimum solutions in a timely manner.

#### **Strategic Capability and Leadership**

The ability to provide vision, set the direction for the organisation and inspire others in order to deliver on the organisation's mandate.

#### **Honesty and Integrity**

The ability to display and build the highest standards of ethical and moral conduct in order to promote confidence and trust in the Public Service.

#### **Communication**

The ability to exchange information and ideas in a clear and concise manner appropriate for the audience in order to convince others to achieve the desired outcomes.

#### **Change Management**

The ability to initiate and support organisational transformation and change in order to successfully implement new initiatives and deliver on service delivery commitments.

Leadership is positive influence, creating desired results through relationships

- Clyde van Zyl

**This intensive 5 day programme focuses on developing these key leadership and management competencies.**

#### **Learning Outcomes in People Management and Empowerment**

This intensive five day workshop focuses on the following learning outcomes:

- How to manage and motivate different personalities

## Advanced Leadership Master Class in People Management and Empowerment

### Intensive 5 Day Workshop

- Understand what motivates and drives different people
- How to shift from being just a manager to an influential and inspiring leader
- How to manage myself/others and improve my performance and success
- How to move from conflict to effective dialogue – by developing conflict and communication skills
- Identify what breaks down relationships and how leaders build effective relationships
- Provide staff with skills to successfully handle change, challenges and problems that we all face
- How to create a high performance and accountability culture
- How to develop a high performing team / department
- Identify and incorporate practical leadership strategies and behaviour to engage, motivate and empower staff

#### ***Who will benefit from this programme?***

ALL levels of management including staff identified for or moving into leadership positions.

#### ***Where and When will the course be held??***

- 5-9 September 2016 (JHB) – Indaba Hotel, Fourways, Johannesburg
- 19-23 September 2016 (CPT) – Protea Hotel, Sea Point Cape Town

***How Much? R 13 990 per person*** Excluding vat, inclusive of SDI Personality licence and report, conferencing (lunch and teas), various leadership 360° assessments, delegate manual, certificate, optional SAQA unit standard accreditation. Discounted rates for group bookings are available

***We can run this programme in-house as well. Contact us for preferential rates.***

#### ***What previous delegates have said about our Training Interventions:***

- *“This programme has put a spark within me” – Parliament (Catering Services)*
- *“It was excellent. I kept wanting to hear more” - Ekurhuleni Metro Police*
- *Excellent; really enjoyed the process – one of the most educational courses I have been on. Visual aids were excellent. Facilitator is professional, down to earth & has the right tools - Police*
- *A well-structured workshop. The best workshop I ever attended with a superb integration of subject areas. – Mpumalanga Provincial Government (Dept of Agriculture)*
- *“Best facilitator that I have come across” – Discovery*
- *“Life changing – providing skills on how to look at life” - UNISA*
- *“The best team-building I have been on” – Parliament (Protection Services)*
- *“Outstanding examples of life experience; enjoyed the games, videos and discussions; wonderful opportunity for self-reflection and practical tools to use” – Curro Schools*
- *“Excellent training – it felt like Clyde had a personal interest in wanting me to improve and achieve my goals; very good trainer and definitely recommend this training – KIA Motors*

## Course Pre-work:

Before the start of the course, participants will be required to complete the world renowned online Strengths Deployment Personality Inventory (SDI) as well as a 360° Leadership Assessment, and self-reflection/observer assessment exercises. These exercises form an important and valuable part of the course modules and give participants extensive insight into themselves, how they manage themselves and others, and how others perceive them.

## Introduction

Using International Research and Video, we explore the extent to which staff around the world are engaged and motivated at work. We explore and identify the essence of what Leadership really is and cover some key foundational concepts of Leadership.

## Module 1: Personal and Inter-personal Effectiveness: The Strengths Deployment Inventory

### - Personal Mastery: Strategies for Success

A foundational principle in our leadership workshops is that effective leadership starts with effectively leading oneself - change needs to start from the “inside out”. “You have to shift what’s going on in you, to shift what’s going on in your world”. This module provides participants with empowering success and motivational strategies and challenges staff to develop their personal leadership abilities so that they in turn can bring about positive change in their departments, organisations and society.

### - Inter-personal Effectiveness and Conflict Management

Participants will complete the International Self-assessment tool, the Strengths Deployment Inventory (SDI). The SDI was developed by international psychologist, Dr Elias Porter with the understanding that the quality of an organization is impacted by the effectiveness of its relationships. People can work together more effectively when they better understand themselves and co-workers and feel more in control of their own behavior choices—both when things are going well and during conflict.

This module will give participants tremendous insight into understanding themselves and others and what drives people’s behaviour. This knowledge will develop their ability to build productive relationships, manage conflict more effectively and develop their overall personal and inter-personal awareness and effectiveness.

## Module 2: Inspirational and Emotionally Intelligent Leadership

Using video based leadership case studies and content from “thought leaders” around the world, we will explore the key behaviours and practices of extraordinary leaders and how leaders can shift from just being a manager to become an inspiring and influential leader.

Based on extensive research we also explore:

- € How Leaders motivate staff and inspire them to action
- € How to build relationships
- € The key component of credibility: the foundation of leadership
- € How leadership styles affect the climate/working atmosphere of any organisation. Delegates will complete a 360° leadership styles self-assessment and identify what needs to change in their own Leadership in order to inspire and influence staff and their organisations to better and greater results
- € What are the top 4 qualities people around the world most want from their leaders?
- € How do you engage the emotions of others and get them to willingly follow you as the leader?

- € What are Five Key behaviours that make leaders effective?
- € How to analyse situations and problems, make effective decisions and influence people to attain the desired change.
- € What are the five fundamental human needs everyone has; how these influence our behaviour in positive and negative ways and how we can use these insights to motivate and influence others

### **Module 3. The Challenge of Leadership – Creating a Healthy High Performing Organisation**

Using written and video based real life case studies we identify:

- € How leaders can create an accountability culture and world-class working environment
- € The key strategies and objectives of effective leaders
- € The key dysfunctions of teams and how we can create a high performing team

### **Module 4. Coaching, Mentoring and Problem-Solving Skills for Breakthrough Performance and Problem-Solving**

One of the greatest challenges managers face is coaching and mentoring people in a way in which builds relationships, solves problems and improves performance. This module will explore a coaching model and various conversation structures and tools to manage performance and problems effectively.

Using a real life case study we will look at how Tony Robbins, the number one coach in the world helps people to turn their lives around after facing the most difficult circumstances imaginable. Breakthrough performance concepts and tools will be identified and participants will be challenged to incorporate these insights and tools into their personal and professional lives.

Powerful tools and strategies for leaders on how we can effectively respond to problems and avoid destructive ways of responding to the problems and challenges that face us

#### **Course Post-work:**

To encourage application of course content, participants will be required to complete a practical written assignment - this will encourage participants to reflect on and present what they have learned, implemented and achieved. The focus will be on encouraging behavioural change and improving their leadership and overall effectiveness.

A great leader's courage to fulfill his vision comes from passion, not position. - John Maxwell

### **Accreditation – Kavana Consulting / Services SETA – SAQA Unit Standard**

This programme is certificated by Kavana Consulting – an accredited Education Provider with the Services SETA. Alternatively, this programme also covers the following Leadership Unit Standard. Clients have the option to complete the Portfolios of Evidence for this unit standard should they want the SAQA accreditation.

<b>Unit standard number</b>	120300
<b>NQF Level</b>	5
<b>Credits</b>	8
<b>Purpose Statement</b>	<p>This Unit Standard will be useful to learners who are working within the Public Sector, Local Government, commercial or community environment. 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 one's job. This Unit Standard will also provide value to public officials who are involved in integrated development planning or public sector management and administration specialists.</p> <p>The qualifying learner is capable of:</p> <ul style="list-style-type: none"> <li>· Explaining the concept of leadership.</li> <li>· Differentiating between leadership and management.</li> <li>· Analysing and comparing leadership theories.</li> <li>· Applying the different roles &amp; qualities of leadership in a work context.</li> </ul>

### Facilitator Profile

Clyde is a Training Specialist, Qualified Life Coach and Management Consultant.

He has facilitated interventions and workshops with clients in both the Public and Private sectors for more than twenty years. He has worked with clients in South Africa, Zambia, Mozambique, Botswana, Namibia and Belgium.



Clyde worked in Local Government as the Senior HR/Training Specialist for seven years, responsible for managing a training centre, training trainers, supervising staff and designing and facilitating consulting and training interventions for the municipality.

Clyde has undergone training both locally and internationally (SA, USA and UK) in the areas of Leadership, Organisation and People Assessment, Coaching and Personal Development. His passion is inspiring and enabling organisations and people to create the success they wish for themselves and others.

Outside of his professional life, he is a qualified Childline Counsellor, Ex Provincial Squash Player and Squash Coach and a Scuba Dive Master. Clyde is married to Kathleen and has three children.

### Educational and Industry Specific Qualifications and Training

- Associate Life Coaching Certification - UCT Graduate School of Business and New Ventures West (USA)
- B.A. in Psychology and Sociology (UNP)
- B.A. Clinical Psychology Honours Degree (Cum Laude) (UNISA)
- B.Soc.Sci. Personnel Management Honours Degree (UND)

(Thesis: Training Needs Analysis: Cum Laude)

- Registered Assessor with the Services Seta
- Licensed Practitioner of the Myers Briggs Type Inventory (MBTI)
- Licensed Practitioner of the Strengths Deployment Inventory (SDI)
- Practitioner of Human Synergistics Assessment tools and instruments (UK)
- Various Creativity and Structural Tension Programmes with Robert Fritz (USA and Canada)

## **Kavana Consulting - Sample Client List**

### **South Africa**

Ekurhuleni Metro Police, RSA Parliament; Mpumalanga Provincial Government: Department of Agriculture; Old Mutual; Hytec Holdings; Discovery; NMG Financial Consultants; Reko Accountants Incorporated; The Breede-Overberg Catchment Management Agency; Brandhouse; Maersk / Safmarine; Taxi Scrapping Administrators; Bridge Shipping, Hollard Insurance; Curro Holdings; Atmosphere; Capfin; Peakford Management Consultants; Khanyisa Real Systems

### **Swaziland**

MVA Fund, Public Enterprises Unit; Swaziland Postal Telecommunications Corporation (SPTC); Swaziland Standards Authority (SWASA); Swaziland Water and Agricultural Development Enterprise (SWADE); Swaziland Electricity Company (SEC); Swaziland Revenue Authority (SRA); Swaziland National Provident Fund (SNPF); Swaziland Ministry of Economic Planning & Development;

### **Zambia**

Redriza, Reliant Drilling, Mopani Copper Mines, Tauro Mining, AAC Mining

### **Mozambique**

Hytec Holdings

“It is the capacity to develop and improve their skills that distinguishes leaders from followers.”  
- Warren G. Bennis



BOOKING FORM - DELEGATE AND COURSE DETAILS			
Course Title	Advanced People Management and Empowerment Programme		
Course Date		Course Fee	R 13 990.00 per person
Venue			
Delegate Name / Designation		Landline Cell Email	
Delegate Name / Designation		Landline Cell Email	
Any Special Meal or Other Requirements:			
AUTHORISING PERSON - Authorised person to book the delegate			
Title (Mr/ Ms etc)		Company name	
First Name		Surname	
Telephone Number		Fax Number	
Cellular Number		Email	
VAT Number		Order Number	
TERMS AND CONDITIONS			
<p><b>Early booking and payment is essential: Our Online Personality Assessments/course pre-work needs to be sent out to delegates a week before the event and venue bookings confirmed etc.</b></p> <p>1: Full payment is required within 7 working days of receiving invoice - Payment is <u>required in full before a booking is deemed as confirmed</u> and such payment is required a minimum of ten days prior to the start of the course. Please make payment to:</p> <p style="text-align: center;">Nedbank Business Acc: 1088102891 • Branch Code: 198765 • Table View Branch • Swift Code: NEDSZAJJ • Shop E 31 Bayside Shopping Centre 69 Blauwberg Road Cape Town 7441</p> <p>2. Kavana Consulting reserves the right to refuse entry into the conference should full payment not have been received prior to the commencement of the conference.</p> <p>3: All cancellations to bookings must be made more than 6 working days prior to the start of a course. If a booking is cancelled after this time, or if the delegate fails to attend the course, no refund will be given, and the full course fee and venue/accommodation/personality profiling and printing fees (where applicable) remain payable.</p> <p>4: Delegates may transfer their booking without charge before the start of the course – but the client will be responsible for any additional costs incurred such as personality profile licences, printing etc Please inform our office of any changes prior to the course starting.</p> <p>5: Should the event be cancelled for any reason whatsoever, Kavana Consulting will provide the client with a credit for the event. Kavana Consulting will not be responsible for covering airfare, accommodation, or other travel costs incurred by clients.</p> <p>6: Copyright: All intellectual property rights in the material distributed by Kavana Consulting in connection with this event are expressly reserved and any unauthorized duplication, publication or distribution is prohibited.</p>			
Date:		Authorising Signature: Print Name:	

**PLEASE SCAN AND EMAIL THE COMPLETED FORM AND PROOF OF PAYMENT TO  
[ANDY@DATABASESOLUTIONS.CO.ZA](mailto:ANDY@DATABASESOLUTIONS.CO.ZA) AND [CLYDE@KAVANACONSULTING.CO.ZA](mailto:CLYDE@KAVANACONSULTING.CO.ZA)**