



Dr Belinda Ketel

In Association with

Esprit Skills Development and Training

Presents a **5 day course on**

Leading under Pressure **Developing Leaders to Manage Organizational Challenges**

When viewed in context, organisational resources and their management are of more significance than is immediately apparent. The management of resources, especially the human resources – people, can only be analysed and discussed – or performed – in the context in which it takes place. One needs to understand the **context** and the **functions, skills and techniques** required to manage people and challenges properly.

In this course on **Leading Under Pressure** you will be oriented towards areas of Leadership and Management in which various techniques can be used to create a strategic organisational intent in your specific context, department or unit. You will be introduced to the “new” environment of people management. By placing you into this context, you will be able, through experiential learning techniques, to understand and prioritise the various components of managing people and organisational challenges in a service delivery context. You will have a thorough overview of the process of leadership and management and an insight into some of the newer techniques, processes and skills involved in mastering the successful management of work based challenges, crises and problems in your own work environment.

It is important, if not vital, that managers, at all levels and across all functions must manage themselves and their subordinates, peers and superiors in order to achieve performance goals, both of the individual and the organization. This course focuses on awareness and competency-building in the assessment of individual development needs, conflict management, negotiation skills, building and maintaining teams, managing diversity, and motivation in the work place – all geared towards the manager getting the best performance from the people they are trusted to lead by managing people, priorities and quality more productively.

“Management is doing things right; leadership is doing the right things.

Peter F Drucker

Leadership is an action, not a position

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Kobie.esprit@telkomsa.net or admin.esprit@telkomsa.net**



LEARNING OUTCOMES

After completing the workshop successfully, participants will be equipped to:

- Develop leadership skills for handling pressure
- Explain how different personality styles respond to stress and pressure
- Acquire an in-depth knowledge of the key aspects of Strategic Crisis Management
- Develop strategies so ensuring you and your organization responds efficiently and effectively
- Understand the critical leadership behaviors and develop winning strategies in a crisis
- Clarify the meaning of the concept people and process management and the environment in which this takes place
- Assess themselves and others in teams and be able to integrate working relationships to ensure productivity
- Present information and give clarity on planning for, identifying, accessing and securing the right solutions for your organizational unit
- Identify, analyze and implement applicable work-based solution processes impacting in the workplace
- Identify, manage and resolve work-related issues, which could lead to conflict
- Understand the difference and purpose of coaching and mentoring processes and be able to apply both in an integrated manner
- Identify and apply various crisis and problem management techniques and implement where necessary

WHO SHOULD ATTEND?

Delegates should represent a wide range of personnel in the organization who are in the following capacities.

- Chief Executive Offices, Managing Directors, Permanent Secretaries
- Diplomats
- HR Directors/ Managers/ Leadership Managers
- Directors/ Heads of Departments
- Training Managers
- Individuals with leadership responsibility
- Turn around Strategists
- Professionals who have been allocated crisis management tasks yet have had insufficient time to devote to the subject

Park Inn by Radisson, Cape Town, South Africa, 29 Heerengracht Street, Foreshore, Cape Town (Courtesy shuttle to/from V & A Waterfront)

Esprit Skills offers fee collection of delegates at Cape Town Airport to hotels within 15 km of the Venue. Visit to Robben Island last day of course funded by Esprit Skills

20th January to 24th January 2020

R 11 600 / USD 1050 (Excl VAT) per delegate

Enroll now

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OUR UNIQUE RESULTS-DRIVEN APPROACH

Our unique approach to providing our clients with business development services include:

- Ensure to make a difference to the bottom-line of businesses and organizations
- Strive to meet transformation requirements by empowering and uplifting the previously disadvantaged
- Secure long-term business relationships
- Implement customized aligned business strategies
- Honor the dignity and worth of all people at all times
- Strive to deliver with excellence

Our Presenter Dr Belinda Ketel



Dr Belinda Ketel is an experienced management consultant, trainer, facilitator and coach with Doctoral qualifications in Management Development and Organizational Science, and a strong background in all aspects of strategic and business management, people development, diversity management, performance management, competency assessment, organizational transformation and design. High level of interpersonal interaction combined with sound problem analysis capacity. Well-developed communication, planning and organization skills, with strong aptitude to motivate and train teams and individuals in order to transfer skills. Versatile, adaptable and energetic

She completed a degree in Industrial Psychology, an Honours degree in Public and Development Management (*cum laude*) and a Master's degree (*cum laude*). She completed her PhD in Advanced Organizational Science (Public Management) in which she focussed her research on management development processes. Belinda is a member of the Institute of Personnel Management (South Africa), the South African Monitoring & Evaluation Association (SAMEA), DEVEX Global and the Pentascope International Academy. She has presented courses on a variety of topics, most recently focussing on Women in Business, Leadership Development for Women, Innovation Management, Coaching & Mentoring, Human Resource Management, Skills Development, Diversity Management, Leadership Development, Strategic Planning & Management, Performance Management, Monitoring & Evaluation and Project Management. She specializes in issues related to building management capacity and improving individual and organizational performance.

Methodology

The presentation of this course will be based primarily on adult learning principles that include:

- *Facilitation and lectures combined with discussion groups*
- *A greater involvement of the learners within the learning process*
- *Interactive training exercises, case studies, role plays and group work*
- ***Intergration of prior learning and exercises of participants within the learning process***
- ***Specific emphasis on personal development and growth through quality learning experiences***

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COURSE OUTLINE:

Day 1: Monday: 20th January 2020- 08:30 until 16:00

Leadership Excellence in Handling Pressure & Stress:

- Understanding Leadership and Management as complimentary competencies in today's workplace
- Identifying current urgent leadership and management challenges at work
- Analysis work-based challenges/problems – categorizing them, analyzing them, prioritizing them – the leadership prerogative
- Stress and its effects on the person and the organization
- Personality styles and response to stress and crisis management
- Turning stressful challenges into opportunities

Day 2: Tuesday 21st January 2020: 08:30 until 16:00

Enhancing Leadership Communication Skills in Times of Stress:

- Passive & aggressive responses to stress
- Assertive communication during stressful times
- Managing conflicts during times of stress
- Giving and receiving criticisms during stressful moments
- Resolving conflicts constructively during times of pressure
- Creative solutions in times of stress
- Innovation and creative thinking skills that are essential when facing a challenge or crisis

Day 3 : Wednesday 22nd January 2020: 08:30 until 16:00

Strategic Crisis Management:

- Coping with sudden change
- Leading others during change processes
- Recognizing the symptoms of short term and long term effects of stress
- Motivating yourself and others under pressure
- Building confidence during stressful times
- Leading others with confidence
- Understanding Crisis Management and how to manage a Crisis
- Crisis Managers - Roles & Responsibilities - manage the issue before it becomes a crisis
- Stakeholder management: Who else inside and outside the organization should be involved?
- Leadership failures during times of stress – what to look out for

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Day 4: Thursday 23rd January 2020: 08:30 until 16:00

Improving Leadership Effectiveness during crisis management

- Crisis management skills
- Recognizing opportunities for change in a crisis
- Helping the team look for creative opportunities
- Practicing creative leadership in facing a crisis
- Removing blocks to creative solutions in a crisis
- Creative leadership effectiveness
- Strategic leadership techniques and tools

Day 5: Friday 24th January 2020: 08:30 until 12:30

Developing & Training Your Team to Handle Pressure, Stress & Crisis

- Training and developing employees to handle stress and pressure
- Stress handling techniques for you and your employees
- Helping the team to see the positive side of change in the workplace
- Implementing creative problem solving skills for your team when facing crisis
- Enhancing team effectiveness during stress
- Mentoring & Coaching of teams during a crisis
- Developing a personal action plan

CERTIFICATION

Lunch 12:30 to 14:00

Tour to Robben Island- funded by Esprit Skills

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Two thumbs up for your training requirements

Registration Form

Yes! Please accept my registration for (please tick)

- Leading under Pressure**
January 2020- Cape Town, South Africa

Mrs/Ms: _____

Position: _____

Organisation: _____

Main line of Business: _____

No of Employees: <50 50-150 150-500 >500

Address: _____

Postcode: _____

Phone: _____ Fax: _____

Email: _____

Approving Manager: _____

Position: _____

METHOD OF PAYMENT:

- Cheque made payable to: Esprit Skills Development & Training

- Direct Deposit: Esprit Skills Development & Training

Standard Bank SA, Branch Code: 012442, Account: 020213255

Swift Code SBZAZAJJ

Payment must be received at least 7 days before start of event, to ensure your place is held. Seats will not be held open after this date.

*** IT IS IMPORTANT TO RESERVE YOUR PLACE EARLY AS SEATING IS RESTRICTED TO ENSURE ALL PARTICIPANTS RECEIVE EFFECTIVE TRAINING**

All cancellations must reach us 7 days before the event, failing which, a 50% cancellation fee will be levied

COST (Excluding VAT)

Leading under Pressure- Cape Town

	Cost per Delegate			
	SA Rand	USD		
Leading under Pressure- Cape Town	R 11 600.00	\$ 1050		

This fee includes all training material, framed certificates, a corporate gift, lunch and refreshments during the duration of the course.

POSTAL ADDRESS:

P.O.Box 6835

Birchleigh

South Africa

CONTACT: Esprit Skills Development & Training

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About Esprit Skills Development & Training

Esprit Skills Development and Training provides a service to its clients by understanding their requirements and assist them to train their employees.

We source the knowledge of experts in the field, locally and abroad, customize their product range to be aligned according to the standards set by the SETA's and SAQA.

The criteria of the venues are chosen so that it can be reached by public transport, the facilities are inspected prior to the workshops or conferences to ensure that the delegates receive optimum support to focus on the purpose of their visit namely training. Food, soft drinks and savories are offered to delegates.

The delegates are grouped according to their respective needs and profiles of delegates are given to the trainers prior to the session to ensure that their exact purpose or training needs is addressed.

Every delegate that follows our outcomes based training walks away with hands on knowledge that can be applied to the workplace in their respective industry.

Course materials supplement the training and framed certificates of attendance are given to delegates.

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