



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Team Development For Recruitment Industry Performance Enhancement Training

Services / Cleaning, Domestic, Hiring, Property and Rescue Services

Unit Standard 115868 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips recruitment professionals with advanced team development strategies tailored to the high-pressure, target-driven environment of the recruitment industry. Participants will learn to foster collaboration, enhance team performance, and drive sustainable results through effective communication and conflict resolution techniques.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	115868
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply team development theories to enhance cohesion and productivity in recruitment teams.
- Analyze team dynamics and identify areas for performance improvement.
- Evaluate communication strategies to resolve conflicts and foster collaboration.
- Design team-building activities that align with recruitment industry goals.
- Implement performance enhancement techniques to achieve team targets.
- Demonstrate leadership skills that motivate and guide recruitment teams.

WHO SHOULD ATTEND

- Recruitment consultants, team leaders, and managers within the recruitment industry who seek to improve team dynamics and overall performance.

COURSE OUTLINE

Day 1: Foundations of Team Development

- Introduction to team development theories
- Tuckman's stages: forming, storming, norming, performing, adjourning
- The recruitment industry context: unique team challenges
- Assessing team maturity and performance gaps
- Setting team goals aligned with organisational objectives

Day 2: Communication and Trust Building

- Effective communication models (e.g., Johari Window)
- Active listening and feedback techniques
- Building psychological safety in teams
- Conflict resolution styles and their application
- Role-play: handling difficult conversations in recruitment

Day 3: Roles, Responsibilities, and Goal Alignment

- Belbin team roles: strengths and weaknesses
- Defining clear roles in recruitment teams (sourcers, recruiters, account managers)
- SMART goal setting for team performance
- Developing a team charter
- Accountability partners and progress tracking

Day 4: Performance Management and Feedback

- Performance management cycle in recruitment
- KPI selection: placements, time-to-fill, client satisfaction
- Techniques for giving and receiving feedback
- Coaching for performance improvement
- Case study: turning around a low-performing team

Day 5: Collaboration and Diversity in Teams

- Collaborative tools and techniques (e.g., brainstorming, nominal group technique)
- Diversity dimensions: culture, generation, personality
- Remote team management: communication and engagement strategies
- Inclusive leadership behaviours
- Workshop: designing a collaborative project

Day 6: Advanced Team Dynamics and Problem Solving

- Systems thinking in team dynamics
- Decision-making models: consensus, voting, autocratic
- Creative problem-solving techniques (e.g., Six Thinking Hats)
- Building team resilience: stress management and adaptability
- Simulation: navigating a recruitment crisis as a team

Day 7: Integration, Action Planning, and Sustainability

- Review of key concepts and tools
- Creating a team development action plan
- Presentation of action plans to peers for feedback
- Building a culture of continuous learning

- Commitment ceremony: setting team development milestones

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 29,600.00	R 29,600.00
1	In-House	R 38,500.00	R 38,500.00
1	On-Campus (Pretoria)	R 44,400.00	R 44,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	18 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa
13 Aug 2026	21 Aug 2026	On-Campus	Abu Dhabi, UAE
14 Aug 2026	24 Aug 2026	On-Campus	Durban, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Mauritius
17 Aug 2026	25 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 115868) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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