



Accredited Africa Training Institute for Capacity Development

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

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Servant Leadership Skills For South African Managers Training

Human and Social Studies / Religious and Ethical Foundations of Society

Unit Standard 116037 · NQF Level 6 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips South African managers with the principles and practices of servant leadership, enabling them to prioritise the needs of their teams and stakeholders. Participants will learn to foster a culture of service, empowerment, and ethical decision-making within their organisations, aligning with South Africa's transformation goals.

Category	Human and Social Studies
Subfield	Religious and Ethical Foundations of Society
Unit Standard	116037
Accreditation	SAQA Accredited · NQF Level 6 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply servant leadership principles to build trust and collaboration within diverse teams.
- Analyse the impact of servant leadership on organisational culture and employee engagement.
- Evaluate personal leadership styles and identify areas for growth in serving others.
- Design strategies to empower team members and promote shared decision-making.
- Implement ethical practices that prioritise the well-being of employees and communities.
- Demonstrate effective communication and conflict resolution skills through a servant leadership lens.

WHO SHOULD ATTEND

- This course is designed for current and aspiring managers in South African organisations who seek to lead with empathy, integrity, and a focus on serving others.

COURSE OUTLINE

Day 1: Introduction to Servant Leadership and the South African Context

- Origins and philosophy of servant leadership (Robert Greenleaf).
- Key characteristics: listening, empathy, healing, awareness, persuasion, conceptualisation, foresight, stewardship, commitment to growth, building community.
- The South African context: diversity, inequality, and transformation.
- Ubuntu: 'I am because we are' and its alignment with servant leadership.
- Unit Standard 116037 outcomes and assessment criteria.
- Self-assessment: current leadership style and areas for development.

Day 2: The Mindset of a Servant Leader – Putting Others First

- The shift from 'power over' to 'power with'.
- Active listening techniques: reflecting, clarifying, summarising.
- Empathy in action: understanding diverse perspectives.
- Overcoming hierarchical mindsets and resistance.
- Trust-building exercises and case studies.
- Journaling: personal reflections on service.

Day 3: Building Community and Fostering Collaboration

- Creating a sense of belonging in multicultural teams.
- Inclusive communication: language, non-verbal cues, and cultural sensitivity.
- Conflict resolution: interest-based negotiation and mediation.
- Collaborative decision-making: consensus building.
- Team-building activities rooted in servant leadership.
- Case study: successful community-building in a South African organisation.

Day 4: Empowering Others through Delegation and Development

- The art of empowerment: sharing power and responsibility.
- Delegation frameworks: situational leadership and readiness levels.
- Coaching skills: questioning, goal-setting, feedback.
- Mentoring for growth: reverse mentoring in diverse contexts.
- Overcoming fear of losing control.
- Practical workshop: developing a coaching conversation script.

Day 5: Stewardship and Ethical Leadership

- Stewardship: responsibility for resources, people, and the environment.
- Ethical theories: deontology, utilitarianism, and virtue ethics.
- South African ethical challenges: corruption, nepotism, and inequality.
- Decision-making models: the ethical triangle and the PLUS model.
- Whistleblowing and organisational justice.
- Role-play: handling an ethical dilemma in the workplace.

Day 6: Foresight, Conceptualisation, and Strategic Thinking

- Foresight: learning from the past, understanding the present, creating the future.
- Conceptualisation: moving from day-to-day to big picture.
- Strategic alignment: linking servant leadership to business goals.
- Systems thinking: identifying leverage points for change.
- Scenario planning for South African organisations.

- Workshop: creating a vision statement for your team.

Day 7: Communication and Influence without Authority

- The power of persuasion: ethos, pathos, logos.
- Building personal credibility and trust.
- Nonviolent communication: observations, feelings, needs, requests.
- Assertiveness vs. aggression: speaking up respectfully.
- Storytelling as a leadership tool.
- Practice: delivering a persuasive message to a sceptical audience.

Day 8: Leading Change and Transformation

- Change models: Kotter's 8-step, ADKAR, and appreciative inquiry.
- The human side of change: emotions and transitions.
- Communicating change: vision, rationale, and support.
- Building resilience in teams.
- Diversity and inclusion: moving beyond compliance to belonging.
- Case study: leading transformation in a South African company.

Day 9: Integration, Assessment, and Personal Action Plan

- Review of key learning from Days 1-8.
- Assessment: portfolio of evidence and practical demonstration.
- Peer feedback and reflection.
- Creating a personal development plan: goals, resources, timeline.
- Establishing a servant leadership network.
- Closing ceremony and certification.

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 **12 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 26,800.00	R 26,800.00
1	In-House	R 34,900.00	R 34,900.00
1	On-Campus (Pretoria)	R 40,300.00	R 40,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
21 Aug 2026	02 Sep 2026	On-Campus	Abu Dhabi, UAE
24 Aug 2026	03 Sep 2026	On-Campus	Shenzhen, China
25 Aug 2026	04 Sep 2026	On-Campus	Harare, Zimbabwe
26 Aug 2026	07 Sep 2026	On-Campus	Bangkok, Thailand
27 Aug 2026	08 Sep 2026	On-Campus	Victoria Falls, Zimbabwe
27 Aug 2026	08 Sep 2026	On-Campus	Abu Dhabi, UAE
28 Aug 2026	09 Sep 2026	On-Campus	Durban, South Africa
31 Aug 2026	10 Sep 2026	On-Campus	Harare, Zimbabwe

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 116037) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za