



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

People Management

Custom Courses / Leadership and Management

Unit Standard AATICD-0173 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips managers and team leaders with practical skills to effectively manage people in the workplace. Participants will learn to apply key principles of performance management, conflict resolution, and team motivation to enhance productivity and foster a positive work environment.

Category	Custom Courses
Subfield	Leadership and Management
Unit Standard	AATICD-0173
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply performance management techniques to set goals, monitor progress, and provide constructive feedback.
- Analyze team dynamics and implement strategies to resolve conflicts and improve collaboration.
- Evaluate different leadership styles and adapt them to diverse team situations.
- Design a basic employee development plan that aligns individual growth with organizational objectives.
- Demonstrate effective communication skills for conducting performance reviews and coaching sessions.
- Implement motivational strategies to enhance employee engagement and retention.

WHO SHOULD ATTEND

- This course is designed for current or aspiring managers, supervisors, and team leaders in any industry who are responsible for overseeing staff performance and wellbeing.

COURSE OUTLINE

Day 1: Foundations of People Management

- Introduction to people management: definitions and scope
- The manager vs. leader debate
- Overview of relevant SA labour legislation (BCEA, LRA, EE, SDA)
- Leadership styles: autocratic, democratic, laissez-faire, situational
- The manager's role in achieving organisational objectives
- Ethical considerations in people management

Day 2: Effective Communication and Interpersonal Skills

- Communication models and barriers
- Active listening and questioning skills
- Assertiveness vs. aggression vs. passivity
- Conflict resolution styles and the Thomas-Kilmann model
- Conducting productive meetings
- Giving and receiving feedback (SBI model)

Day 3: Performance Management and Coaching

- The performance management cycle
- Writing SMART objectives
- Performance appraisal methods (e.g., BARS, 360-degree)
- Coaching models (GROW model)
- Addressing underperformance: progressive discipline
- Documenting performance issues

Day 4: Team Development and Motivation

- Tuckman's stages of team development
- Motivational theories: Maslow, Herzberg, Expectancy
- Delegation: principles and common pitfalls
- Building a positive team culture
- Diversity and inclusion: unconscious bias, cultural intelligence
- Employee engagement and retention strategies

Day 5: Strategic People Management and Integration

- Strategic HRM: linking people management to business strategy
- Change management models (Kotter's 8-step)
- Leading through organisational change
- Developing a people manager's toolkit
- Personal development planning
- Course wrap-up and evaluation

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 17,700.00	R 17,700.00
1	In-House	R 23,100.00	R 23,100.00
1	On-Campus (Pretoria)	R 26,700.00	R 26,700.00

UPCOMING SESSIONS

Start	End	Method	Venue
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK
07 Sep 2026	11 Sep 2026	On-Campus	Mauritius
07 Sep 2026	11 Sep 2026	On-Campus	Pretoria, South Africa
07 Sep 2026	11 Sep 2026	On-Campus	Abu Dhabi, UAE
07 Sep 2026	11 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 AATICD-0173) 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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