



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Advanced Team Leadership for Department Heads

3 day course

Classroom, online or in-house

Course overview

Leading managers is a different job from leading a team, and the common failure is a department head who keeps managing the work directly and leaves their managers supervised but not developed. This course covers the second line role. Delegates work through delegating outcomes rather than tasks to people who are themselves accountable, maintaining consistency of standard and culture across teams that rarely meet, and coaching a manager through a problem instead of solving it for them. Allocating scarce resource between teams with competing claims is covered. Conflict that has escalated past the immediate manager is addressed, including when to intervene and when to send it back. The course closes on developing successors and on the information a department head needs to see.

What you will learn

- Delegate outcomes to people who are themselves accountable
- Maintain consistent standards and culture across teams that rarely meet
- Coach a manager through a problem rather than solving it for them
- Allocate scarce resource between teams with competing claims
- Handle conflict escalated past the immediate manager
- Decide when to intervene and when to send an issue back
- Develop successors and define the information you need to see

Who should attend

- Department heads and senior managers with managers reporting to them
- Regional and branch managers overseeing multiple sites
- Operations directors responsible for several functional teams
- Senior professionals moving into second line leadership

Course outline

- 01 Leading managers is a different job
- 02 Delegating outcomes, not tasks
- 03 Consistency of standard across teams
- 04 Culture across teams that rarely meet
- 05 Coaching a manager through a problem
- 06 Allocating resource between competing claims
- 07 Escalated conflict and when to intervene
- 08 Succession and the information you need

Upcoming dates

Dates	Venue	Format	Fee per delegate
9 to 11 November 2026	Cape Town, South Africa	Classroom	R14,950
23 to 25 December 2026	Online	Online	R6,500
20 to 22 January 2027	Windhoek, Namibia	Classroom	R14,950
17 to 19 March 2027	Dar es Salaam, Tanzania	Classroom	USD 995



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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