

Manager's Toolkit

PROGRAMME DURATION:

Three days

PROGRAMME OBJECTIVE:

The objective of this programme is to provide participants with a solid theoretical framework, supported by practical skills, for managing people, managing processes and achieving results.

PROGRAMME INTRODUCTION:

This is a programme about managing people, managing processes and achieving results. Managers are daily challenged by the need to handle responsibility, manage the performance of both themselves and others, make tough decisions, set and achieve tight targets, work with a team, manage change and communicate.

These are not skills that come naturally. Most people need help to develop these skills and form competencies that can be applied for the benefit of their organisations.

Participants on this programme may be new supervisors or managers, who have not had much managerial training before. Perhaps prior to becoming supervisors or managers, they performed well and deserved the promotion they received. But now, they realise that being a manager presents quite a different group of challenges and requires a new set of skills. This programme has been designed with this person in mind!

The aim of this course is to help participants learn about, and adopt, a set of fundamental management skills.

LEARNING OUTCOMES:

- be able to distinguish between management and leadership, and know how and when to apply both of these competencies
- know how to set goals and how to plan to achieve them
- understand and apply the basic principles of organising tasks, resources and schedules
- gain insight into the fundamentals of getting along successfully with other people
- learn how to enable and empower oneself and others
- know how and when to effectively delegate
- be able to select and apply an appropriate method of motivating people towards achieving a goal
- know how to manage performance and give feedback
- be able to plan and manage a change process to a successful outcome
- understand and apply effective communication skills
- be able to apply both rational and creative thinking to solve problems and make decisions
- know how to manage a continuous improvement and ongoing learning programme in the workplace

WHO SHOULD ATTEND?

Anyone who is, or will soon become, a manager or a supervisor will benefit from this programme.

PROGRAMME METHODOLOGY:

This programme is interactive, allowing for lively participation and sharing of experience during sessions. Input from the programme facilitator will focus on key aspects of managing and supervising people. This will be complemented by case studies, applied assignments, group discussions and video presentations in order to facilitate experiential learning and transfer of skills from the classroom to the workplace.

DAILY TOPICS TO BE COVERED:

Day 1

- Managers and leaders - how to, and when to...
- Challenges facing modern business leaders
- The various roles performed by managers
- Competencies required of managers
- Setting goals and planning to achieve them
- What makes a person an achiever?
- Organising tasks, resources and schedules
- Getting along constructively with others
- Developing and applying emotional intelligence in the workplace
- The Johari Window - a model for enhancing interpersonal trust and communications
- Application assignments relating to building trust and emotional intelligence

Day 2

- Enabling and empowering yourself and others
- Competency profiling and targeted career development
- Technical, Human and Conceptual skills
- When and how to delegate to others
- How to motivate someone
- A case study in applying motivation theory
- Managing performance and giving feedback
- Guidelines for conducting performance review meetings
- Practical assignments relating to motivating people and managing performance

Day 3

- Managing a change process to a successful outcome
- Different forms of leadership required at various stages of a change cycle
- Communication skills
- Practical assignments relating to managing change and effective communications
- Applying rational and creative thinking in solving problems and making decisions
- Managing a continuous improvement and ongoing learning programme

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