

Managers Development Programme

Based on SAQA's Unit Standard 242821, NQF Level 4, 6 Credits

Introduction

This practical and comprehensive three-day course uses psychometric tools, case studies and group discussions to enable managers to challenge their current way of managing in the workplace. It is highly interactive and will equip participants with the knowledge and tools to deliver improved results upon their return to work. This course is suitable for new managers who are responsible for the performance of other staff and who run a business unit or department.

Course Objectives

- Identify your personal leadership style and understand the impact it has on others
- Know how to adapt your leadership style to the needs of the people you manage
- Lead and manage change successfully, within the business, dealing with resistance along the way
- Manage and organise your resources effectively to achieve business results
- Deal with conflict in the workplace in a positive and constructive manner
- Develop the performance of other through coaching and feedback
- Deal with poor performers

Course Outline

Personal Leadership Style

- Receiving feedback on your leadership style and analysing your personal leadership style
- Exploring self-perception and how you're perceived
- The impact of your style on those you manage
- Identifying your personal strengths and areas for development

Change

- Initiating and leading change – your role as a manager and a champion
- Communicating change and delivering difficult messages
- Managing change on a day-to-day basis and linking change to the business strategy
- Gaining commitment to the change and dealing with resistance

Resource Management

- Planning, organising and utilising resources
- Monitoring and controlling resources
- Effective delegation when under time and priority pressure

Managing the Performance of Others through Coaching and Feedback

- Aligning performance to the organisational vision
- Setting clear performance expectations
- Coaching techniques to create high performers
- Creating the environment and opportunities for others to grow

Managing Conflict

- Establishing a positive working environment
- Aligning personal and corporate values
- Identifying your personal conflict handling style
- Practical techniques for dealing with conflict and difficult people

Challenging and Dealing with Underperformance

- Giving constructive and timely feedback
- Remaining credible, honest and professional
- Techniques for dealing with poor performers