

# MANAGEMENT DEVELOPMENT PROGRAMME

US 14667 / NQF Level 4 / Non-Credit Bearing

Becoming a manager can be a daunting process. Whether you are about to embark on this new journey or have been managing a team for some time, you are more than likely aware that the responsibilities of a manager come with a whole host of different expectations and skills on top of your technical ability.

This course aims to demystify the various tasks, activities and functions that come with the management role. The aim is to help managers understand their purpose in supporting and galvanising the team to achieve results, as well as their requirement to make decisions, plan, organise, lead and control. The course provides plenty of practical elements to help managers enhance their abilities across the range of activities and tasks expected of a manager.

By the end of this course, learners are left in no doubt of their managerial responsibilities and will have gathered some fresh ideas to implement back in the workplace.

## **WHO SHOULD ATTEND**

- First-line Management in larger organisations above supervisor level
- Supervisors and section heads who need to take the next step in career development
- Management at any level in small organisations

## **HOW YOU WILL BENEFIT**

- Delegates will learn the principles that they need to apply to be effective managers
- The broader tasks, activities and responsibilities required of Management will be contextualised and understood with practical exercises.

## **WHAT WILL BE COVERED**

- The purpose of business and how the business functions work together to achieve the organisation's purpose and goals.
- The purpose of managers and the roles and responsibilities expected of managers
- The management process of planning, organising, leading and controlling
- Various leadership methods to enhance the performance of the team
- Tasks of management including communication, coordinating, motivating, delegating, disciplining, and evaluating
- Decision-making skills.

## **PTO For Table of Contents**

*Three-day course 08:30 -16:00*

*Tel: (031) 267 1229*

[sales@kznbtc.co.za](mailto:sales@kznbtc.co.za) / [www.kznbusinessstraining.co.za](http://www.kznbusinessstraining.co.za)

**TABLE OF CONTENTS**

<p align="center"><b>Module 1</b> <b>Organisational functions</b></p>	<p align="center"><b>Module 2</b> <b>Activities involved in the management process</b></p>
<ul style="list-style-type: none"> <li>• Understand the purpose of business</li> <li>• Understand why managers are employed and the responsibilities that come with the role</li> <li>• Explore the core functions of an organisation required to successfully administer a business</li> <li>• Gain insight into how each core function connects to achieve the business goals</li> <li>• Explore the range of resources required to manage a business</li> <li>• Understand the importance of making the best use of resources</li> <li>• Develop creative thinking to effectively utilise resources in achieving an impactful result</li> <li>• Explore creative methods for ensuring policies and procedures are understood and adhered to by staff</li> </ul>	<ul style="list-style-type: none"> <li>• Define the roles and responsibilities of managers</li> <li>• Explore the management process of planning, organising, leading and controlling</li> <li>• Develop a methodical approach to planning and goal setting</li> <li>• Understand how to write goals and objectives according to the SMART principles</li> <li>• Explore how to organise the team according to tasks, abilities and resources</li> <li>• Explore leadership concepts as a method for getting the best out of the team</li> <li>• Develop an understanding of how transformational leadership can inspire positive change in performance</li> <li>• Develop an understanding of how a leader's attitude can influence the team's performance</li> <li>• Explore the purpose of the control function and recognise the manager's role in monitoring, reviewing and adjusting plans</li> </ul>

*Three-day course 08:30 -16:00*

*Tel: (031) 267 1229*

[sales@kznbtc.co.za](mailto:sales@kznbtc.co.za) / [www.kznbusinessstraining.co.za](http://www.kznbusinessstraining.co.za)

<b>Module 3</b> <b>Tasks required of managers</b>	<b>Module 4</b> <b>Decision-making process</b>
<ul style="list-style-type: none"> <li>• Recognise the range of tasks that are expected of managers</li> <li>• Enhance communication skills to effectively listen, empathise, question and be clear on instructions</li> <li>• Practise communicating to motivate the team to achieve results</li> <li>• Understanding the coordinating task for ensuring synchronised efforts across the organisation</li> <li>• Explore a motivational theory that can be utilised to enhance team performance</li> <li>• Recognise the importance and need to delegate responsibilities to team members</li> <li>• Understand what can and cannot be delegated</li> <li>• Understand the difference between accountability and responsibility and how this relates to the manager's and the team's roles</li> <li>• Recognise the importance of effectively disciplining the team to address performance or conduct issues</li> <li>• Identify the necessary steps in the disciplinary process</li> <li>• Explore methods in which to evaluate team and individual performance</li> <li>• Understand the importance of building trust in the team and how to build trust.</li> </ul>	<ul style="list-style-type: none"> <li>• Explore the steps in the decision-making process</li> <li>• Practise applying decision making steps to resolve challenges</li> </ul>

*Three-day course 08:30 -16:00*

*Tel: (031) 267 1229*

[sales@kznbtc.co.za](mailto:sales@kznbtc.co.za) / [www.kznbusinesstraining.co.za](http://www.kznbusinesstraining.co.za)