

MANAGEMENT DEVELOPMENT PROGRAMME

A Step-By-Step Guide to Managerial Success

US 14667 / NQF Level 4 / 10 Credits

Technical skills may have helped you succeed so far, but management requires a whole new skill set

Becoming a manager is both an exciting opportunity and a significant challenge. Whether stepping into the role for the first time or refining existing managerial skills, this course provides essential knowledge and practical insights to navigate the complexities of management effectively.

This programme demystifies the key responsibilities of managers, including planning, organising, leading, and controlling. It also explores essential management tasks such as decision-making, communication, delegation, motivation and evaluation. Participants will gain practical strategies to enhance their leadership effectiveness and drive team performance.

By the end of the course, learners will have a clear understanding of managerial responsibilities and actionable strategies to apply in their workplace.

WHO SHOULD ATTEND

- First-time managers seeking to refine their skills
- Supervisors and team leaders preparing for career advancement
- All managers looking to refresh and enhance their management capabilities

HOW YOU WILL BENEFIT

- Gain a comprehensive understanding of the principles of effective management
- Develop practical skills in leadership, decision-making, and communication
- Understand the importance of planning, organising, leading, and controlling as a set of management responsibilities
- Enhance your ability to delegate, motivate, and evaluate team performance
- Apply structured frameworks to improve problem-solving and decision-making
- Foster trust and collaboration within your team

Three-day course 08:30 - 16:00

Tel: (031) 267 1229

sales@kznbtcc.co.za / www.kznbusinessstraining.co.za

WHAT WILL BE COVERED

Understanding the backbone of a business

- The purpose of business and its core organisational functions
- How different business functions work together to achieve organisational goals
- Effective utilisation of resources to maximise business impact
- Ensuring policies and procedures are understood and adhered to by staff

Essentials of management functions

- The role of managers and their key responsibilities
- Core management functions: planning, organising, leading, and controlling
- Developing a structured approach to planning and goal-setting
- Writing goals and objectives using the SMART principle
- Organising teams effectively based on tasks, abilities and resources
- Leadership principles to inspire and enhance team performance
- Transformational leadership and its impact on team motivation
- The role of managerial attitude in influencing team performance
- The importance of monitoring, reviewing, and adjusting plans for continuous improvement

The manager's toolkit: Tasks required of managers

- Effective communication: listening, questioning, and providing clear instructions
- Motivating and inspiring teams to achieve high performance
- Co-ordination: ensuring synchronised efforts across teams and departments
- Understanding motivational theories and their practical application
- Delegation: when, how, and what to delegate effectively
- Balancing accountability and responsibility within a managerial role
- The disciplinary process: addressing performance and conduct issues effectively
- Evaluating individual and team performance for continuous improvement
- Building and maintaining trust within the team

Strategic decision-making: From insight to action

- Understanding the steps in effective decision-making
- Applying decision-making frameworks to real-world management challenges
- Practical application of decision-making techniques in workplace scenarios

Three-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtcc.co.za / www.kznbusinesstraining.co.za