

Practical step-by-step **techniques** to help you master the **managerial competencies** and **people-skills** necessary to **maximise** your potential and **empower** your team

Practical Management Program

for Supervisors & 1st-line Managers

Register for this unique program and learn how to:

- ✓ Employ **self-mastery** and **interpersonal skills** to improve your self-confidence and to influence and inspire your team to reach peak performance.
- ✓ Apply 7 proven **management techniques** to become a more efficient and results-driven manager.
- ✓ Unlock your **leadership potential** and motivate and empower your team in 5 easy, practical steps.
- ✓ Master the **functional competencies** necessary to assert yourself in the corporate world.

Why you should Attend this Training Program

Supervisors and 1st-line managers are in direct control of the workers who manufacture the organisation's products or perform the necessary services. Their capacity to transform their workers into coherent and productive teams will determine to what extent the organisation's goals will be achieved – which is why leading international companies that excel, view **effective supervision** as the key to **increased productivity**.

The skills that got you to stand out from the crowd and be promoted to supervisor or 1st-line manager are not the skills that will make you succeed as a manager. As supervisor or 1st-line manager you will spend more than 75% of your time working with people. To be successful in this you need to develop a range of skills that will help

you to become **effective** as a people-manager, **inspired** as a leader and **efficient** as a professional and functional manager.

Acquiring all these skills, though, will require more time in training than what most organisations can afford at this level, with the result that supervisors and 1st-line managers either receive no management or people-skills training at all, or only some theoretical training in basic management functions such as *planning, organising* and *control*.

This is exactly where the **Practical Management Program** fits in – it is a unique, 1st-of-its-kind foundational training program that has been specifically developed to address the managerial competencies and people-skills requirements of supervisors and 1st-line managers.

Skills/knowledge	Management Level		
	Top	Middle	1 st -line
General Knowledge	10%	10%	10%
Technical Skills Vocational & task related	15%	30%	45%
Functional Skills Finance; Marketing; Human resources; IT; Logistics...	20%	15%	10%
Managerial Skills Time management; Meetings; Delegation; Decision making; Presentations...	25%	20%	15%
People Skills Leadership; Initiative; Teamwork; Empathy; Influencing; Conflict management; Communication...	30%	25%	20%

Managerial Training Requirements

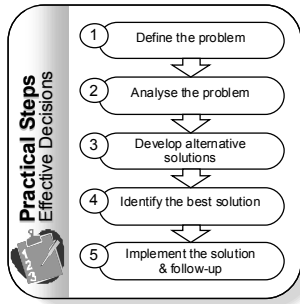
The training program is unique in the sense that it:

- Combines **managerial, functional** and **people-skills training** into an integrated, high-impact 4-day training program;
- Fuses complex management theories and concepts into **practical techniques** that are easy to understand and execute;
- **Inspires** and **instructs**, with emphasis on the intelligent use of your emotions to manage yourself and your relationships with others.

 **mindset**
MANAGEMENT PROGRAMS
Lighting their fires...

A Novel, Practical Approach

The **Practical Management Program** is built on the premises that education is *'not about the filling of the pail, but about the lighting of the fire'*. We don't believe in bombarding you with innumerable concepts and theories. The program focuses instead on the **practical application** of people-skills and management techniques as a solid foundation for your ongoing development as manager – it will **light your fire** and get you **thinking!**



In the first module we will guide you to ● Better understand and manage your own and other's emotions ● Make intelligent use of your emotions to manage and work with others.

Module II: Managerial Skills

The 2nd module covers a range of practical techniques that will help you to be more efficient and results-driven as a manager: ● Managing time ● Effective business communication ● Productive meetings ● Effective decisions ● Delegating with results ● Doing professional

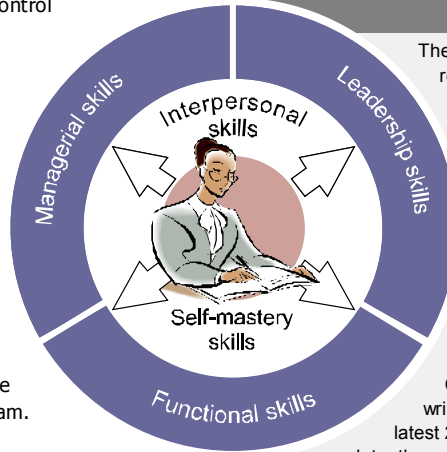
presentations ● Being in control from the 1st-day.

Module III: Leadership Skills

The *Practical Leadership Skills* module will equip you to motivate and inspire your team to operate at peak performance. Topics that are included: ● Defining leadership ● Empowering your team ● Building a vision ● Leading from the front ● Motivating your team.

Module IV: Functional Skills

This module will help you to develop a thorough understanding of the modern corporate environment and the main business and staff functions: ● Organisational structures and the business environment ● Planning for 1st-line managers ● Understanding organisation culture and politics ● Looking after human resources ● Working with budgets ● Introduction to information technology ● Dealing with office administration.



Customised Training

The *Practical Management Program* can be customised to fit your organisation's unique requirements, or extended to incorporate sensitive and company-specific content.

Customised training programs will be presented on an exclusive basis and on dates that are convenient, so please contact us to discuss your requirements.

Money-back Guarantee

Course fees will be refunded in full should the course not meet with your expectations. To qualify for a full refund please notify the lecturer before lunch on the 1st day.

Course Fees

The course fees include reference manuals (4 volumes), a pocket reference guide, certificate of competence, student assessments, employer feedback report, and refreshments/ lunches where required.

Full payment must be made before a delegate will be allowed to attend a course.

Cancellations received in writing will be accepted at the latest 2 weeks before the course date; thereafter the full fee will be payable. Substitutes will be accepted prior to the start date of any course.

The following fees (VAT inclusive) are applicable to the 4-day scheduled training course as well as the 12-week evening class program:

Individual rates:	R6,600/person
Corporate rates: (2+ delegates from the same company)	R5,400/person
Corporate on-site rates: (groups of 8 – 16 delegates)	R4,800/person

Scheduled Courses

Please contact us to confirm training dates or if you are interested in evening classes (1 class per week over a 12 week period).

5 Good reasons why the Practical Management Program will light your fire:

- 1 Master the necessary managerial competencies and people-skills through a combined total of 28 **practical, step-by-step techniques**.
- 2 Use the **pocket reference guide** with its summary of all the techniques as a memory jogger to help you decide how to approach any situation or what your next step should be.
- 3 Get further information on any of the topics or techniques in the comprehensive **4-volume reference manual** that you will receive as part of the training program.
- 4 Learn through **experiential learning activities** that include case studies, discussion groups and practical exercises.
- 5 Benefit from the extensive use of computerised **self-assessments** and **instant feedback** during the training program to get to know yourself better and to help you track your own progress.

Program Content

The *Practical Management Program* comprises of four 1-day modules.

Module I: Self-mastery & Interpersonal Skills

Numerous research studies have found that the *'highest performing managers have significantly more "emotional intelligence" than other managers'*.

