



Management



Key Skills for People Management



2 Day Course



Classroom or Virtual
Blended Training



Accredited Course

Aligned to Unit Standard 242821 (6 credits) in the Generic Management Level 4 Qualification.



About the Course

 **Classroom:** R 6,850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

Managers are often promoted due to their quality of work, not necessarily due to their ability to manage and motivate staff. This leaves new managers on their own to discover how to manage an often-challenging group of people. These new management skills are generally learnt through trial and error, leading to a challenging “teething period” which could result in lower productivity, costly mistakes and/or the loss of valuable staff.

This 2-day **Key Skills for People Management** course is a valuable introduction to managing staff and will cover the 10 areas any manager needs to address to become more effective in their position.

It will help to improve your leadership style, motivate your staff, handle conflict smoothly, delegate tasks effectively, discipline poor performance and improve the performance of your team.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance



Course aligned to Unit Standard 242821 (6 credits) in the Generic Management Level 4 Qualification.
Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.

What you will learn

- Understand the real role of a manager in relation to subordinates
- Gain respect and support by demonstrating superior management skills
- Understand ways to motivate your people into doing their best for you and the company
- Know how to handle difficult personal conflicts at work, while maintaining your role as the manager
- Practice delegating tasks with the certain knowledge that your people won't let you down
- Ensure you have enough time to do your own work while still being an open, available manager for your team
- Be able to conduct motivating performance reviews to keep control and improve the effectiveness of your staff
- Control the activities of people in a structured way to allow you to make sure your department's targets and objectives are always met
- Explain the role of a team leader in an organisation
- Contract with the team members to obtain commitment to achieved organisational standards
- Implement, monitor and evaluate performance against team objectives and organisational standards

Who should attend

Financial Managers, General Managers, Assistant Managers, Line Managers, Operations Managers, Production Managers, Technical Managers, HR Managers, Marketing / Sales Managers, Project Managers, Regional Supervisors, Branch Managers, Areas Managers, Directors, Accountants, New Managers and people who are being considered for management positions.



“A great course and I got more than I expected. This should be an annual course for anyone in management!”

- **General Technical Manager,**
Panavision

Course Programme Agenda

The Many Roles and Responsibilities of a Manager

- Defining Management
- **The functions of management:** *Planning, Organising, Leading and Controlling*
- The role of directing peoples activities to execute the strategy
- The activities of planning and longer term thinking
- The importance of decision making and problem solving

Practical Effective Performance Management

- Planning and setting performance goals -managing performance on a daily basis
- Giving and receiving performance feedback – how to correct performance
- How to identify and remove obstacles stopping your team from performing
- Ensuring that goals and objectives are achieved through performance management
- Dealing with excuses and blame
- Directing, controlling and using emotions during the performance management process

Management Styles for Different Situations

- Situational leadership – switching styles when the situation demands it
- Assessing your own style – are you naturally stronger in the management or in the leadership role?
- The advantages and disadvantages of:
 - Participative management style
 - Autocratic management styles
 - Other styles
- The fine line between gaining acceptance and maintaining respect as a manager

The Difference Between Leading and Managing

- What attributes make an effective leader?
- What attributes make an effective manager?
- Understanding differences between management and leadership
- Integrating Management and Leadership

Motivating a Team of People

- Understanding the factors that motivate people
- Practical ways to improve staff motivation, including delivering praise, support and encouragement
- How to communicate effectively
- Using goals and targets to motivate your team
- How to keep your team committed and productive
- Bringing enjoyment, fun, camaraderie, pride and satisfaction into the workplace

Developing and Growing People

- Coaching and guiding people to better results
- The importance of delegating responsibility and projects to grow people
- A guide to the most effective processes to follow when delegating
- How to effectively monitor and control the status of delegated tasks
- The dangers of making all the decisions and techniques for getting people to think for themselves

Handling Conflicts and Personality Clashes

- How to deal with conflicts between yourself and your team
- Handling conflict between team members
- How to avoid being manipulated by your staff
- The use of active listening to resolve conflicts

Managing Change and Uncertainty

- Identifying what is perceived as change
- Avoiding the temptation of “selling” change to your team
- Encouraging your team to participate in planning and implementing change
- Applying the “eight steps to successful change”

Optimising your Time Spent Managing People

- How to control the time you spend managing
- Methods for dealing with common time wasters
- Overseeing short and to the point meetings
- Preventing the abuse of an “open door” policy



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification*



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

[Request a Quotation](#)



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

+27 (0)11 454 5505

info@cbm-training.co.za

www.cbmtraining.co.za

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