

# Management (E-Learning Course)



R 1, 250 Ex VAT



Course time: 220 mins



License valid for 14 days

## About the Course

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 results in lower productivity, costly mistakes and the loss of valuable staff.

This course is a valuable to managing staff and will cover the key 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.

## Who Should Attend

New Managers and people who are being considered for management positions.

## Modules That Form Part of the Course

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Management, Communication and Growth	Welcome to management! As you are probably already aware, your new position will bring with it new privileges and new responsibilities. This may be the first time you will be asked to handle the kind of requirements your job will ask of you. There is no magic trick to being a good manager; but with the right attitude and an open, communicative nature, you will be successful with your new authority.	10 Minutes
Time Management for Managers	Time is a valuable resource and wasted time can seriously hurt your productivity. It may seem like you only lose a matter of a few minutes here and there, but those minutes add up to hours very quickly. With the right techniques, you can use this time for productive, meaningful work and minimise lost minutes, hours, or even days.	10 Minutes
Five Tips for New Managers and Supervisors	When first promoted to a managerial or supervisory position, many people might not be fully aware of the differences between their old job and their new job. There are philosophical and practical differences that must be taken into consideration. The more you know about your new role, the more effective a leader you will be from day one. In this course, you will learn five basic tips about being in a position of authority.	5 Minutes
Developing Management Skills 2019	A manager must have technical knowledge of his or her field, but a manager must also be a	10 Minutes
Delegating Authority	Most managers are too busy to deal with every aspect of a company all the time, especially if that company is in a period of growth. Therefore, it is important to be able to delegate—that is, hand some responsibility to other employees. Some managers are reluctant to trust others with authority. If you’ve experienced this, strive to overcome your misgivings and allow other people to make decisions that affect your company.	10 Minutes

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## Modules That Form Part of the Course (Continued)

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Constructive Feedback 2018	Giving feedback and constructive criticism is a vital part of any managerial role. When you withhold criticism, problems persist, and an atmosphere of holding back is created. Conversely, being open and honest with your workers demonstrates genuineness and builds trust. People who receive critical feedback may be defensive at first, so the best way to present criticism is by acknowledging a person's strengths before commenting on areas that need improvement.	5 Minutes
Managing Virtual Teams	There are many reasons to use a virtual team over an in-house one. Long-distance collaboration. Easier hiring. Reduced costs. That's why there has been an 80% increase in telecommuting staff over the last few years. However, its something that can so easily go wrong. Find out how to stick with the trend and avoid the pitfalls.	10 Minutes
Making Effective Decisions	Decisions are an integral part of any manager's role. If a manager can't make effective decisions for an organisation, the manager can't lead. This course will aid you in taking deliberate and necessary steps before arriving at any decisions. The process is one that will help you arrive at more effective decisions for your organisation.	10 Minutes
Performance - A Managers Responsibility	Why is performance management good for business and what are some of the reasons we don't usually do performance management very well? When a manager doesn't deal with poor performance in their location, it becomes poor performance on the part of the manager. We hold managers accountable to the performance of their employees, and to working and developing the quality, effectiveness and efficiency of the employees who work with them.	5 Minutes
The Four Levels of Management	Organisations effectively function as a result of their leadership. Absent effective leadership, there is no way for a company to implement its strategic intent and ultimately reach its goals. From the top level executives down to first line managers, the varying levels of management must work together to ensure organisational success.	5 Minutes
Management Skills - What Does it Take?	There are many different successful management styles and now that you are in a position of authority, you will become increasingly comfortable with your own personal take on being a manager. However, there are four basic skills that companies look for in their managers: technical skills, human skills, conceptual skills, and motivational skills.	10 Minutes
Demystifying Management	Management is the art of making people and processes work together to achieve a desired outcome. As a new manager, you may feel this role is a bit mysterious and daunting. However, there is no secret formula for success. Proper management is meeting four basic functions, and once you're able to perform those functions, you'll be able to meet and exceed your own expectations.	5 Minutes

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## Modules That Form Part of the Course (Continued)

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Performance - Goal Setting	Part of your job as manager is to ensure your employees are providing you with, at the very least, adequate job performance. Setting goals is an excellent strategy for achieving and measuring good performance. However, there are right and wrong ways to set goals; if done incorrectly, the goals you set for your team may be frustratingly unattainable or too easily achieved.	10 Minutes
Understanding Motivation	The basic definition of being a manager is getting work done through the efforts of other people. In order for people to be productive, they need ability, resources and motivation—that is, a reason for working. Most employees perform their basic functions in order to get their salaries, but this is not enough for companies who want to ensure success and growth. Part of your job is to ensure that your employees feel like they have reasons for putting real effort into their work.	5 Minutes
Evolution of Management	The past informs the future. Knowing where practices, ideas and philosophies come from is an important part of understanding your role as manager. Our concept of management has evolved over time; whereas once, management focused only on “secretarial skills,” now we have a wide range of sophisticated management theories.	5 Minutes
Performance - Coaching Conversations	Coaching conversations can be an unpleasant part of a manager’s job. Not many people like to hear that they are not performing adequately. Managers tend to fear these conversations, worried that the conversation will turn highly personal and ugly. Although providing negative feedback is unavoidable, there are ways to make the conversation smoother and more productive in the long term.	10 Minutes
Transitioning to Management - The First Year	Moving into a management position can create a profound psychological transition. Many people experience concern, even fear, that they won’t be able to meet their new responsibilities. Others feel they can take unfair advantage of their new authority. When you understand the transition, you can be better prepared to ensure your promotion is smooth and that you are capable of performing above your expectations.	10 Minutes
Top 10 Mistakes of Managers	Moving into a management position brings many new challenges and rewards. As you learn to navigate your new role as manager, you will naturally make some mistakes. Knowing what some of the most common mistakes are can help you avoid problems in advance.	10 Minutes
Leading Team Meetings	Do you know how to facilitate team meetings without coming across as bossy or demanding? Successful managers know how to inspire groups to reach a consensus by acting as an impartial facilitator. This helps set the team up for success, allowing them to work together towards a solution.	10 Minutes

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## Modules That Form Part of the Course (Continued)

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Managing Teams 2018	Teams can be complicated things with a lot of different moving parts. The most important thing to managing a team is to have set expectations for how the group will work together. The more you work to help set and accept these expectations, the more smoothly the team will function.	10 Minutes
Managing Team Development	Teams are groups of individuals who have come together under a common goal. For a team to function well, the members must develop personal relationships with each other, and as we all know, relationships do not happen overnight. There is a series of phases that happen before people make that kind of connection with each other. It is part of your job to guide and develop these connections.	10 Minutes
Put On Your Managers Hat	Management authority Henry Mintzberg has identified ten potential roles that you'll be called on to play. This course will explore these roles according to three categories — interpersonal, informational, and decisional. Upon completion of this course you will understand these various roles that a manager plays.	10 Minutes
Communication Skills All Managers Must Master 2019	Communication is complex and one of the most important skills for a manager. Good communication provides information needed by employees to accomplish their work and it fosters engagement, trust and commitment. As a manager, being able to clearly and succinctly describe your vision and what you want done is extremely important for employee engagement and productivity.	15 Minutes
Effective Delegation	Delegation is one of the most important business skills you can learn. Your ability to delegate, is largely shaped by your experiences. However there are core skills you can improve to fast track your effectiveness and help you to avoid the common pitfalls.	20 Minutes

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