

Management Development

This programme is aimed towards supervisors and managers that have received little or no training in the area of supervisory skills / management. This programme would be tailored to your specific needs, but can include any or all of the areas below.

- Communications Skills
- Presentation Skills
- Time Management
- Performance Management and Appraisals
- Conflict Resolution
- Customer Care
- Motivation
- Team-building
- Problem Solving
- Legislation

Communications

This session is an introduction to the communication process. The program stresses that the "process" is the same whether writing or speaking. By learning to communicate clearly and precisely, a leader can minimize the worry that something said or written was misunderstood.

Topics include:

- **Verbal and nonverbal communication**
 - **Asking good questions**
 - **Effective listening skills**
 - **Meetings and group dynamics**
 - **Body language**
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Conflict Resolution

Conflict and opposing points of view are part of the workplace and part of life; you can't change that, but you can change the way you react and manage conflict. Participants will gain a better understanding of the nature of conflict in the workplace through identification of healthy responses.

Topics include:

- **Assessing your attitude**
 - **Managing your own emotions**
 - **Conflict management strategies**
 - **Building positive relationships**
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Motivation

What motivates your employees? During this session, participants will develop insights into how people are motivated and explore ways in which the supervisor can influence employees' performance.

Topics include:

- **What is peak performance**
 - **Work habits of peak performers**
 - **Techniques for motivating employees**
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Performance Appraisals

This program focuses on how to evaluate performance on an on-going basis, set realistic performance objectives, and conduct effective appraisal interviews. Participants will discover why performance improvement plans are so critical. We will explore the best ways to give and take feedback. How to analyse individual performance and write results oriented job descriptions may also be included. Participants will learn ways to ask employees to improve their performance in ways that produce results, not resentment.

Topics include:

- **Defining the Performance Appraisal Process**
 - **Elements of the Performance Appraisal system**
 - **The Performance Appraisal Interview**
 - **The "difficult" Performance Appraisal**
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Creative Problem Solving

Capitalise on your strengths, improve your decision making, and take a more powerful role in the decisions affecting your area and/or organization. The program covers the difference between problem solving and decision making, balancing logic and experience with creativity, and techniques for evaluating all of your options.

Topics include:

- **Identifying the "Problem"**
 - **Generating new and innovative ideas**
 - **Putting your creative ideas to work**
 - **Group creativity, problem solving and decision making**
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Team Building

Building the skills required to function effectively as a team takes more than lecture and discussion. It takes actual situations where members can interact and learn how to be more successful in reaching team goals.

Topics include:

- **Individual learning styles**
 - **Definition of a "team"**
 - **Developing one-to-one relationships**
 - **Motivation and Change within a team**
 - **Identifying "team" projects**
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Time Management and Delegation

Studies reveal that the most successful and productive people are those who are excellent time managers. This session teaches the art and science of managing the critical resource of time.

Topics include:

- **Planning, organizing and executing various activities**
 - **Minimising interruptions, paperwork and meetings**
 - **Knowing when and how to delegate**
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Managing Change

Change is inevitable. What worked in the past (or what works today) may not work tomorrow. Change is one of the most difficult aspects of life for many people to accept. This session focuses on techniques for taking a pro-active role and planning for change.

Topics include:

- **The definition of "Change"**
 - **The four ways to deal with change**
 - **Paradigms**
 - **Employee reactions to change**
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