



## Managerial and Leadership Skills

**3 Days Practical** - facilitated workshop

### Day 1: Introduction to management principles and practice

**Module 1: Unique challenges of the technical work environment – applying the Systems-thinking view of management**

**Module 2: Applying the three (3) managerial roles**

- Informational
- Interpersonal
- Decision-making

**Module 3: Applying the three (3) managerial skills**

- Technical
- Interpersonal
- Conceptual

**Module 4: Applying the four (4) management functions**

- Planning
- Organizing
- Leading
- Controlling

**Module 5: Improving team productivity**

- Systems
- Work methods
- Work lay-out
- Job design
- Work processes
- Resource Management

**Module 6: Applying the delegation process as a supervisor**



## Managerial and Leadership Skills

### Module 7: Effectively managing resources

- Human
- Financial
- Materials and consumables
- Informational
- Technological
- Vehicles, machinery and equipment (VEM)

### Module 8: Applying supervisory decision-making techniques and implementing the problem-solving process

#### Day 2: Applying leadership best practice

### Module 9: People Management and Supervision of a team

- Team dynamics (roles, structures, processes and behaviour)
- Conflict Management
- Interpersonal and relationship building skills
- Management of team member conduct and discipline
- Diversity and Inclusivity

### Module 10: Applying team leadership principles

- Motivation
- Communication
- Empowering, coaching and developing team members

#### Day 3: Team management and performance management

### Module 11: Mastering Individual and Team performance management process

- Planning
- Appraisal
- Feedback
- Development
- Reward

### Module 12: Managing and correcting poor performance

- Applying the Performance Matrix
- Applying the Performance Equation



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### Module 13: Applying the Stakeholder relations process

- Applying the Power-Interest Matrix

### Module 14: Employee Engagement Strategies

- Best practice Strategies

#### Who should attend?

- Middle and Junior managers
- First line supervisors
- Team leaders
- Maintenance and technical managers
- Office Managers;
- Professionals who require basic management skills
- Aspirant/potential supervisors and managers

## Training Programme Overview

This training programme is unit standard-based and aligned and is an intermediate level (NQF level 5) supervisory and team management/leadership skills development offering.

The programme effectively blends the theory and practice of team management with practical application tools and techniques.

At the conclusion of this programme, learners will be capacitated to plan, organize, lead and control teams towards productivity and performance improvement.

#### For more information please contact

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LABOUR Guide

