About the Course

This comprehensive cutting edge management programme will cover the key management, financial and business success areas that managers in South Africa need to know. The programme will deliver several proven management skills and techniques to help you become the complete all-round manager.

If you are a new or existing manager, you will benefit by sharing and solving the various challenges that you face when managing your people, departments and your own workloads.

This 5 Day Management Programme will clearly demonstrate how to use proven management techniques to consistently achieve success in any form of management position, and prepare you to tackle the challenges inherent in achieving success in an ever changing business environment.

Who should attend

If you are a new or existing manager, you will benefit by sharing and solving the various challenges that you face when managing your people, departments and your own workloads. This programme will clearly demonstrate how to use technology and proven techniques to consistently achieve success in any form of management position, and prepare you to tackle the challenges inherent in achieving success in an ever changing business environment.

What can you expect to learn

- Modules 1 and 2 will provide you with a “Toolbox” of proven people and self-management skills and techniques to help you to thrive in your management role
- Module 3 will touch on all aspects and areas where Business Etiquette is called for; demonstrating with practical examples, role plays and exercises how a little bit of consideration and “know-how” can increase your professionalism in all business situations
- Module 4 will show managers how to decode the language of finance & accounts and under-stand how to effectively apply this knowledge to reading and understanding financial reports
- Module 5 shows you the most effective ways to manage your team’s performance
Course Programme - Training Outcomes

Module 1: Transitioning from Employee to Manager
- Managing your workload as it now incorporates managing the workloads of others
- Understanding how your time should best be spent
- Gaining Respect and Support from your team
- Understanding the role EQ plays in your new role
- Learning Assertiveness & Conflict Resolution Skills

Module 2: People Management Skills
- Understanding the importance of clear communication
- Motivating staff to perform
- Using analytical thinking to solve problems and make decisions
- Using delegation as a motivational as well as a management tool
- Coaching and Managing staff performance
- The Management versus the Leadership Process

Module 3: Business Etiquette, Networking and Image for Managers
- Greet, meet and converse with people in a business setting
- Network professionally with potential business contacts
- Participate professionally and respectfully during meetings
- Use discretion and judgment to avoid being culturally insensitive
- Remain cool and calm during a crisis to guide your team’s effort
- Dress to Impress - Understand the nuances of appropriate dress
- Learn why discretion is important when talking

Module 4: A Manager’s Guide to Finance
- The importance of the financial function
- Decoding common Accounting Terminology and Jargon
- What Balance Sheets & Income Statements tell you
- Understanding the importance of Cash flow
- Draw conclusions and trends from a Financial Statement
- How to prepare a realistic budget or Financial Forecast
- Practical ways to manage and monitor your budgets

Module 5: Everyday Performance Management That Works
- Understanding the role of the 21st Century Manager
- Discover what performance management interventions are expected of managers today
- The importance of management styles when operating in a diverse workplace
- Assess the role of goal-setting
- Improving policies and procedures
- Company policies and labour law
- Conducting performance improvement discussions with staff

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