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# Soft Skills Training Programmes

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Specialised  
Management Group

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2010

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**SMG Soft Skills Course Titles**

<b>BUILDING HIGH PERFORMANCE TEAMS (TEAM WORK) .....</b>	<b>3</b>
<b>COLLABORATION, PRESENTATION AND FACILITATIONS SKILLS .....</b>	<b>4</b>
<b>COMMUNICATION AND PRESENTATION SKILLS COURSE .....</b>	<b>5</b>
<b>CONFLICT AND STRESS MANAGEMENT TRAINING COURSE .....</b>	<b>6</b>
<b>CUSTOMER RELATIONSHIP MANAGEMENT INTRODUCTION .....</b>	<b>7</b>
<b>CUSTOMER RELATIONSHIP MANAGEMENT .....</b>	<b>8</b>
<b>CUSTOMER SERVICE AND HANDLING DIFFICULT CUSTOMERS.....</b>	<b>9</b>
<b>DEVELOPING INDIVIDUAL PERSONALITIES IN THE WORKPLACE .....</b>	<b>10</b>
<b>EFFECTIVE COMMUNICATION .....</b>	<b>11</b>
<b>EFFECTIVE NEGOTIATION: INFLUENCING &amp; PERSUASION SKILLS FOR MANAGERS.....</b>	<b>12</b>
<b>EFFECTIVE PERFORMANCE MANAGEMENT .....</b>	<b>13</b>
<b>ENHANCING LEADERSHIP SKILLS.....</b>	<b>14</b>
<b>LEADERSHIP, MANAGEMENT AND COMMUNICATIONS .....</b>	<b>15</b>
<b>LEADING HIGH PERFORMANCE TEAMS.....</b>	<b>16</b>
<b>PEOPLE MANAGEMENT .....</b>	<b>17</b>
<b>PROBLEM SOLVING &amp; DECISION MAKING .....</b>	<b>18</b>
<b>STRATEGY FACILITATION .....</b>	<b>19</b>
<b>TIME MANAGEMENT TRAINING COURSE .....</b>	<b>20</b>

## **Building High Performance Teams (Team work)**

### **Course Overview:**

This course is designed for anyone who wants to learn how effective teams operate and how they as team members can contribute to the growth and development of high performing teams.

Strategies and skills for team planning, team motivating, managing performance and developing team members are covered in this practical workshop. Our approach involves strengthening competencies, stimulating productivity, improving employee interaction and sustaining expertise. To be successful, people must learn how to work in teams and collaborate with one another, not just use a tool.

### **Course Content:**

- How teams grow and evolve through five stages of team development
- Creating team direction and purpose
- Develop team commitment to a shared vision.
- How to enhance collaboration and cooperation
- How to contribute to the creative problem solving process
- Learn how to deal with difficult people.
- How to make teams more cohesive and unified
- Manage team dynamics to minimise conflict
- How to build trust
- Establish team goals, roles, responsibilities to ensure that teams and individuals meet key performance indicators
- Balance the team — task vs. relationship.
- Balance process (task) with people (relationship).
- How to make effective team decisions and plans
- How to become more involved and have more impact in the team environment
- Use a SWOT analysis to assist with planning and goal-setting
- Run focused and efficient team meetings that have set outcomes

### **Learning Outcomes:**

- Reach optimum levels of team success.
- Understand that values affect people's perceptions and decision-making.
- Build a strong team identity through vision, purpose and commitment
- Protect the team and convert conflicts into advantages that promote high performance
- Develop team commitment and co-operation

### **Course Benefits:**

This course aims to inspire even the most diverse team to work together and deliver success. This includes individual and team development. Development of a high performance team that functions well within the organisational framework.

#### **PMI Accreditation:**

16 Professional Development Units and Certificate of Attendance

**Course Duration:** 2 Days

## **COLLABORATION, PRESENTATION AND FACILITATIONS SKILLS**

### **Course Overview:**

Understanding facilitation begins with an awareness of the difference between facilitating and leading. It has been said that leadership is something you do to a group, while facilitation is something you do with a group. Although many leaders can (and should) be effective facilitators, the facilitator differs from a leader in that the former is cognizant about the use of power, authority, or control and places limitations on uses of it. A facilitator should be "a neutral mediator whose job is to provide information and accommodate the exchange of dialogue among participants".

### **Course Content:**

- Developing facilitation as a core competence
- The role of the facilitator and self-awareness
- The role of the team and team development
- Presentation Skills
- Building commitment and synergy
- Facilitation tools for problem solving and decision-making
- Conflict management, negotiation and assertiveness skills

### **Learning Outcomes:**

- Identify the core qualities required for successful facilitation and collaboration
- Discover how to take advantage of group dynamics and how to make decisions in a group environment
- Discover the steps to building high performing teams and how to deal with disruptive behaviour
- Discover the power of effective facilitation and collaboration
- Build confidence in presenting and facilitating workshops

### **Course Benefits:**

- Develop the knowledge required to question the structure of your group sessions and meetings
- Move away from traditional chaired meetings and develop facilitated collective sessions
- Turn dysfunctional groups into effective resources
- Quickly and elegantly gain consensus on the way forward to ensure understanding and ownership by the whole group
- Create the environment where people feel heard and valued
- A reduction in organisational conflict
- Generate an environment where everyone is happy to get involved

### **Who Should Attend:**

- Senior Management
- Middle Management

**PMI Accreditation:**

24 Professional Development Units and Certificate of Attendance

**Course Duration:** 3 Days

## **Communication and Presentation Skills Course**

### **Course Overview:**

This three-day workshop is designed to give participants the opportunity to learn and practice techniques to deliver polished, compelling presentations, regardless of the topic or audience. Delegates gain practical experience to enhance participants' communication styles so that they can meet even the most challenging presentation goals.

### **Course Content:**

On this experiential course delegates will:

- Prepare a pre-course presentation.
- Have at least three opportunities to do presentations.
- Use video to observe their own presentation styles and development areas.
- Receive feedback from, and provide feedback to, co-delegates
- Plan, develop, and deliver multiple presentations.

### **Learning Outcomes:**

On completion of this course, the delegates will be able to:

- Turn nervousness into an advantage.
- Plan, select and organize ideas for an effective presentation.
- Structure an effective presentation.
- Use appropriate visual aids effectively.
- Analyze and build rapport with the audience.
- Increase authority and persuasiveness.
- Deliver a presentation with a dynamic style.
- Handle hostile questions effectively.
- Analyse their own and the audience's body language.
- Use gestures naturally.
- Use humour to enhance a presentation.

### **Course Benefits for individuals**

Delegates will learn how to:

- Assess and engage with an audience.
- Develop techniques to align verbals, vocals, and visuals within a message.
- Design compelling presentations through the principles of framing and storytelling.
- Answer questions effectively.
- Demonstrate how to handle difficult people.

### **Course Benefits for the organization**

- Improved communication among employees, management, and customers
- Fewer hours spent listening to dead, dull, and boring lectures by PowerPoint or whatever your organization calls them
- More engaging presentations which leads to clearer understanding and results from presentations

#### **PMI Accreditation:**

24 Professional Development Units and Certificate of Attendance

**Course Duration:** 3 Days

## Conflict and Stress Management Training Course

### **Course Overview:**

**Conflict Management (Managerial level):** Conflict, particularly in the workplace, costs money, both to the organisation and to the individuals directly or indirectly involved. Today in organisations, people are being encouraged to take significant responsibility for all aspects of their work.

**Conflict Management (Staff):** The ability to cope with the highly stressful circumstances under which this group works depends to a very large degree on how well they are able to handle conflict and the anger directed at them. The first part of the course develops the skills of active listening – a fundamental in Conflict Resolution. It then explains in simple and very practical terms the concept of Transactional Analysis. It shows TA's application in understanding how anger manifests and how it can be handled.

### **Learning Outcomes:**

- Understand what a conflict is
- Analyze different conflict situations
- Understand reactions to and strategies for adapting to a conflict
- Understand how each of us tends to behave in a conflict situation
- Develop successful intervention strategies
- Analyze the role and impact of the intervention of outside third parties in a conflict

### **Course Benefits:**

By the end of this course delegates will be able to:

- Identify different types of conflict at work and know your preferred method of dealing with conflict
- Use different strategies for dealing with conflict
- Use assertive behaviour rather than aggressive or passive behaviour
- Make best use of body language, listening and oral communication
- Keep your cool, stand your ground and reach a positive resolution
- Save time - conflict holds back productivity

### **Who Should Attend:**

- Senior Executives
- Senior Management
- Middle Management

**PMI Accreditation:**

24 Professional Development Units and Certificate of Attendance

**Course Duration:** 3 Days

## **Customer Relationship Management Introduction**

### **Course Overview:**

Customer Relationship Management Introduction introduces the delegates to the benefits of creating customer loyalty, developing a market intelligence and pro-active enterprise, and incorporating customer relationship management into your organisation.

This course challenges delegates to address these issues in a practical way that clarifies the relationship between customer care and overall business strategy with an aim to achieving sustainable competitive advantage through customer relations management.

### **Course Content:**

- Benefits of creating customer loyalty
- CRM Concepts
- CRM Applications in Consumer and Business Markets
- Developing a market intelligence and pro-active enterprise
- CRM Tools, Techniques and Technologies
- CRM Drivers
- Incorporating CRM into your organisation
- Developing a Customer Strategy
- Motivating People to Care for Customers
- Measuring Customer Satisfaction
- Dealing With Customers Face to Face

### **Learning Outcomes:**

- Understand CRM processes
- Identify the steps for creating loyal customers
- Gain insight into the various roles CRM plays in business, and why it's more important than ever
- Understand customer service excellence and how to win and keep customers

### **Course Benefits:**

- Excellent customer service is about being aware of customer needs and reacting to them effectively. CRM helps you to understand, anticipate and respond to your customers' needs in a consistent way, right across your organization.
- Develop better communication channels

### **Who Should Attend:**

- Management
- Human Resources Managers
- Marketing Executives
- Sales Teams

#### **PMI Accreditation:**

16 Professional Development Units and Certificate of Attendance

**Course Duration:** 2 Days

## **Customer Relationship Management**

### **Course Overview:**

Customer Relationship Management (CRM) is increasingly found at the top of corporate agendas. CRM is a business approach that seeks to create, develop and enhance relationships with carefully targeted customers in order to improve customer value and corporate profitability.

This course challenges delegates to address these issues in a practical way that clarifies the relationship between customer care and overall business strategy with an aim to achieving sustainable competitive advantage through customer relations management.

### **Course Content:**

- CRM Concepts
- A strategic framework for CRM
- Developing a CRM strategy
- CRM applications in consumer and business markets
- Service level agreements
- CRM value creation process
- Information management and multichannel process in CRM
- CRM implementation
- Customer lifecycle management and lifetime value
- CRM project management
- Measuring CRM performance
- The CRM Champion

### **Learning Outcomes:**

- Understand CRM processes
- Learn how to develop a CRM strategy right through to CRM implementation within the organization.

### **Course Benefits:**

- Learn, using practical experience, how to implement CRM effectively within your organisation.
- Understand why CRM is a cross-functional discipline and can become an organisational management strategy to effectively improve business.

### **Who Should Attend:**

- Management
- Human Resources Managers
- Marketing Executives
- Sales Teams

**PMI Accreditation:**

24 Professional Development Units and Certificate of Attendance

**Course Duration:** 3 Days

## **Customer Service and Handling Difficult Customers**

### **Course Overview:**

A customer's impression of any company is founded on how the front line staff handle the initial moment of contact. This course will provide you with the essential skills for dealing with customers.

You will gain a greater understanding of customer needs and expectations, the confidence to deal with any given situation in a professional and personal way and a practical knowledge of how to provide answers, relate, control and close every customer transaction.

### **Course Content:**

- The benefits of creating and presenting a professional image.
- Benefits of creating customer loyalty
- The essential communication skills; listening, questioning, verifying and explaining.
- Developing confidence and basic assertiveness.
- Creating adaptable customer care skills.
- Handling difficult customer situations in a positive manner.
- Turning complaints into opportunities.
- Incorporating CRM into your organization
- Developing a Customer Strategy
- Motivating People to Care for Customers
- Dealing With Customers Face to Face

### **Learning Outcomes:**

- Understand how to best manage and serve customers
- Identify the steps for creating loyal customers
- Gain insight into the various roles CRM plays in business, and why it's more important than ever
- Understand customer service excellence and how to win and keep customers

### **Course Benefits:**

- Excellent customer service is about being aware of customer needs and reacting to them effectively. Understand, anticipate and respond to your customers' needs in a consistent way, right across your organization.
- Develop better communication channels

### **Who Should Attend:**

This Course is for anyone who is in a front-line position with direct customer contact.

**PMI Accreditation:**

16 Professional Development Units and Certificate of Attendance

**Course Duration:** 2 Days

## Developing Individual Personalities in the Workplace

### **Course Overview:**

This course helps individuals to learn more about themselves and understand how their personality type fits within their work environment. Delegates learn to use this knowledge to enhance their own performance in the workplace and to better understand how to work effectively with their colleagues and both managers and subordinates. The course looks at the development of an individual to proactively undertake lifelong learning and to share his or her knowledge and skills with co-workers for contribution to workplace productivity and effectiveness. It also addresses the individual's ability to understand diversity and change in the global context and to adapt to the impact of diversity and change in the workplace for sustained employability in the knowledge economy.

### **Course Content:**

- Behavioural profiles and personality profiling
- Identifying personal learning needs and styles
- Learn and apply assertiveness techniques to influence effectively
- Self management techniques to Improve and Track performance
- Personal efficiency coaching
- Assertiveness skills & eliminating stress
- Identify training and development needs and setting learning goals
- Time management techniques to increase productivity and performance, responding pro-actively to demands instead of reactively
- Identify and implement strategies to adapt to changing job conditions and expectations
- Facilitate transfer of skills learned in one job situation to another

### **Learning Outcomes:**

- To engage, through inspired training and planning, and to strongly develop your future
- To provide strategies that will help take control, and achieve success in aspiration for excellence
- To achieve communicative excellence
- To understand personal leadership-leading potential
- To achieve self-motivation and how to motivate others and the ability to value others and yourself for success

### **Course Benefits:**

- Recognise the importance of lifelong learning and self-awareness, to encourage a pro-active approach to personal and professional growth
- Develop a learning and personal awareness organisation culture in the organisation
- To encourage a global approach to understanding how to work effectively with others in the organisation
- Adopt a global mindset to cope with diversity and globalisation, to remain competitive as an individual and an organisation
- Managers will learn to promote ongoing personal learning and development in the workplace and to facilitate the application of knowledge and skills learnt by their subordinates to the workplace.

### **Who Should Attend:**

Operational and front-line staff;

Managers because they are role models who should exemplify the importance of lifelong learning and personal development.

#### **PMI Accreditation:**

8 Professional Development Units and Certificate of Attendance

**Course Duration:** 1 Day

## Effective Communication

### **Course Overview:**

This course places emphasis on the selection, synthesis and communication of information appropriate to the needs of the organisation. There is a focus on interpersonal and small group communication as it relates to building effective organisational relationships. Delegates learn to communicate effectively across all communication channels including written and verbal communication. Improved understanding of communication in the business environment increases awareness of professional relationships, and individual participation in such relationships and the ways in which individuals can contribute to productive workplace practices.

### **Course Content:**

- Communication theory and professional practice
- Models of communication: transmission and transactional
- Language and communication practice
- Non-verbal communication
- Intercultural communication
- Perception
- Communicating in groups and teams
- Oral reports & presentations
- Concepts and applications in interpersonal communication
- Effective communication skills
- Listening and questioning techniques

### **Learning Outcomes:**

- Increased awareness of individual communication practices
- Improved communication competencies
- Improved knowledge of communication principles, applications and skills needed to communicate effectively in the workplace and determine strategies to improve workplace communication behaviours.
- Increased awareness of how to effectively use communication channels within the workplace to improve work practices.
- Improvement in all styles of communication from written communication through to verbal communication.

### **Course Benefits:**

- More effective communication strategies and techniques used by individuals and teams within the organization
- A standard for communication practice created across the organization.

### **Who Should Attend:**

- New Employees
- Middle Management
- Anyone interested in improving their communication skills

**PMI Accreditation:**

16 Professional Development Units and Certificate of Attendance

**Course Duration:** 2 Days

## **Effective Negotiation: Influencing & Persuasion Skills for Managers**

### **Course Overview:**

This two day course has been designed to assist delegates to enhance their ability to communicate confidently and professionally without undermining their personal integrity. It will help delegates to recognise the link between communication and their perceived value in the eyes of colleagues and to become more confident, persuasive and influential at work.

### **Course Content:**

- Developing Your Communication Skills
- Defining communication and the communication process and your personal communication style - self-analysis/skills audit
- Effective Interpersonal Communication
- Non-verbal communication and body language - using it to strengthen your position
- Identifying and overcoming barriers to effective communication
- Positive and Assertive Communication
- Saying 'yes' when you should be saying 'no'
- Expressing your ideas in a direct and effective manner
- Contributing at meetings and gaining cooperation from others
- Persuasive and Influential Communication
- Expressing your views, ideas and requests with confidence
- Ensuring your communication is clear, concise and easily understood
- Active and effective listening processes
- Effective questioning skills
- Difficult Situations - Communicating with Confidence
- Creating a positive impression when dealing with senior colleagues
- Communicating difficult or sensitive messages and minimizing conflict
- An introduction to Effective Negotiation
- Defining your negotiation style and inter-team negotiating skills
- Persuasion and assertiveness and the art of compromise
- Getting agreement and setting fall-back positions
- How to use integrative bargaining to gain a win-win outcome

### **Course Benefits:**

By the end of this course you will be able to:

- Communicate in a more persuasive manner with colleagues and individuals.
- Handle difficult situations.
- Develop more effective and creative working relationships.
- Explain complicated ideas in a manner which aids understanding and increases the likelihood of success.
- Apply the fundamental principles of negotiation strategy to your day-to-day communication.
- Use enhanced persuasion skills to act as an opinion shaper amongst your colleagues.
- Identify your own preferred influencing style and use it to encourage people to change their behaviour willingly
- Negotiate effectively by turning conflict into agreement for a win-win outcome

### **Who Should Attend:**

- Senior Executives
- Senior Management
- Middle Management
- Team members

#### **PMI Accreditation:**

16 Professional Development Units and Certificate of Attendance

**Course Duration:** 2 Days

## **Effective Performance Management**

### **Course Overview:**

As we know, each individual employee is an integral part of an organization. Each plays his/her role towards the total performance of the organization. The success and progress of the organization rides on the success and progress of its people. The continuous management of the performance of an individual and the organization is the answer to a successful partnership between the individual and the organization.

After attending this program, participants will be better able to set and implement processes for establishing shared understanding about what is to be achieved. Delegates will also learn how to manage and develop people towards a more aligned and effective performance.

### **Course Content:**

- Concept of people performance management
- The link between culture and performance
- Performance management methodologies & tools
- The Link of people competencies with performance
- Setting performance objectives
- Preparing performance plans
- Motivating people to deliver optimum performance
- Measuring and monitoring performance
- Assessing performance
- Conducting performance appraisal sessions
- Handling disagreements
- Creating a personal training and development plan
- Linking people performance with T&D, C&B and other related issues
- Pitfalls in people performance management and how to avoid and deal with them

**PMI Accreditation:**

32 Professional Development Units and Certificate of Attendance

**Course Duration:** 4 Days

## Enhancing Leadership Skills

### **Course Overview:**

*David and Goliath: The Power of Slingshot Leadership!*

This course is designed to show the differences between leadership and management and the relationship between them. It outlines leadership styles, examining the positives and negatives of each while defining the responsibilities of leadership. The course is very interactive and motivational, with questionnaires to assist delegates to assess their own level of leadership ability.

### **Learning Outcomes:**

- Gain understanding of a leaders responsibilities
- Create and maintain an efficient, effective, and motivated team
- Maximize your team performance
- Understanding human behavior
- Focus on the needs of the individual and the team
- Improve your ability to communicate with the team and your customers
- Strengthen your techniques for managing performance

### **Course Benefits to the organization:**

- Measurable increases in individual and team productivity
- Better communication, teamwork & trust at all levels
- A high morale company culture

### **Course Benefits to the individual:**

- More control & value in your work and life
- Increased productivity with less stress
- More effective communicator & delegator

### **Who Should Attend:**

- Senior Executives
- Senior leaders
- Middle Management

**PMI Accreditation:**

24 Professional Development Units and Certificate of Attendance

**Course Duration:** 3 Days

## Leadership, Management and Communications

### **Course Overview:**

This course is designed for project managers and business professionals who need to increase their leadership skills master important skills to get the most from their most valuable management resource - their people! The course incorporates setting direction, aligning people, motivating and inspiring, leading teams, communicating, building relationships, facilitating ethical conduct, negotiating, and leading change.

This course provides a clear understanding of why communication is so important - regardless of how a project or the company is organized. Delegates will discover how business and personal ethics can influence leadership style and personality, and how individual leadership style and personality can influence the course a project will take.

### **Course Content:**

- Understanding your own personal leadership skills and style.
- Leadership and management - how they relate.
- Leadership styles and responsibilities.
- Business and personal ethics and its effect on leadership.
- The role of the facilitator and self-awareness.
- Managing cultures expectations.
- What is Management?
  - Management today and your role.
  - Organizational impact/ expectation of management.
- Performance Management:
  - This includes the tools and techniques for encouraging effective performance, coaching skills and structures for dealing with poor performance.
- Monitoring teams and individuals and stages of individual and team development.
  - Managing and motivating teams to increase team performance.
- Setting action plans.
- Negotiation styles and techniques.
- Becoming an effective negotiator in business.
- Building commitment and synergy.
- Facilitation tools for problem solving and decision-making.
- Conflict management, negotiation and assertiveness skills.
- Leading the team through change.

### **Learning Outcomes:**

- Gain an understanding of a leader's responsibilities.
- Identify the core qualities required for successful leadership.
- Discover the power of effective facilitation and collaboration.
- Understand how business and personal ethics affects leadership styles.
- Develop a personal plan for effective leadership in the workplace.
- Understand the importance of communication in the workplace.
- Plan, select and organize ideas for effective communication.
- Create and maintain an efficient, effective, and motivated team.
- Increase authority and persuasiveness.
- Focus on the needs of the individual and the team.
- Improve your ability to communicate with the team and strengthen your techniques for managing team performance.
- Develop leadership strategies to deal with change.
- Discover the steps to building high performing teams and how to deal with disruptive behaviour.
- Develop strategic alliances using effective negotiation skills in the workplace.
- Use a proven model to move through the stages and styles of negotiation to work towards a win-win outcome.

### **Who Should Attend:**

This course is suitable for project managers and middle management who want to improve their leadership skills and become more proficient in how they communicate and negotiate within the business environment.

#### **PMI Accreditation:**

16 Professional Development Units and Certificate of Attendance

**Course Duration:** 2 Days

## Leading High Performance Teams

### **Course Overview:**

This course explores how managers can best lead, facilitate and empower high performance work teams in their organisation. Strategies and skills for team planning, team motivating, managing performance and developing team members are developed in this practical workshop. Our approach involves strengthening competencies, stimulating productivity, improving employee interaction and sustaining expertise. To be successful, people must learn how to work in teams and collaborate with one another, not just use a tool. This workshop teaches managers how to fully utilize the talented individuals in their teams to achieve project and organizational success.

### **Course Content:**

- Creating team direction and purpose
- Building a personal leadership action plan
- Develop team commitment to a shared vision.
- Learn how to deal with difficult people.
- Manage team dynamics to minimise conflict
- Balance the team — task vs. relationship.
- Balance process (task) with people (relationship).
- Recognize what style of management is appropriate for different types of teams.
- Develop a high performance team that function well within the organisational framework
- Establish team goals, roles, responsibilities to ensure that teams and individuals meet key performance indicators
- Use a SWOT analysis to assist with planning and goal-setting
- Develop team commitment and cooperation by building an atmosphere of trust and high levels of motivation
- Run focused and efficient team meetings that have set outcomes
- Manage and monitor team performance
- Coach and mentor for improved team performance

### **Learning Outcomes:**

- Lead people with different behavior styles.
- Reach optimum levels of team success.
- Understand that values affect people's perceptions and decision-making.
- Deal with difficult people.
- Develop the leadership skills to build and sustain high-performing project teams
- Build a strong team identity through vision, purpose and commitment
- Protect the team and convert conflicts into advantages that promote high performance
- Develop team commitment and co-operation

### **Course Benefits:**

Managers can transition to a leader who can inspire a diverse team to work together and deliver success. This includes:

- Team Development
- Team Leadership
- Social Skills
- Performance Management

### **Who Should Attend:**

All managers including team leaders, supervisors, frontline managers, unit or section managers, customer service or sales managers, divisional unit managers.

**PMI Accreditation:**

16 Professional Development Units and Certificate of Attendance

**Course Duration:** 2 Days

## People Management

### **Course Overview:**

This course content examines the day-to-day roles and responsibilities for managing people. Through input, discussion, and small group exercises the course content will help delegates to consider people management in their own organisation and build tools and skills that they can use in managing others.

Everyone who works in an organisation has experience of and opinions on what makes an effective manager. The challenges for managers today include meeting exacting requirements set by the organisation, working with a faster pace of change, within the context of flatter more fluid organisational structures. Therefore, managers need to make the most of their most valuable resource, the people they manage.

This course will be useful for anyone who wants to understand more about the key skills and abilities in managing individuals and teams and would be particularly pertinent for those who supervise or manage a small group of people, or are considering becoming a manager as the next step in their career.

### **Course Content:**

- What is Management:
  - Management today and your role
  - Organizational impact/ expectation of management
- Performance Management:
  - The key requirement for helping individuals and teams produce effective performance. (planning, monitoring, evaluations and feedback)
  - This includes the tools and techniques for encouraging effective performance, coaching skills and structures for dealing with poor performance.
- Monitoring teams and individuals and stages of individual and team development
- Managing cultures expectations
- Setting action plans

### **Who Should Attend:**

- Senior Management
- Middle Management
- Team members

**PMI Accreditation:**

16 Professional Development Units and Certificate of Attendance

**Course Duration:** 2 Days

## **Problem Solving & Decision Making**

### **Course Overview:**

Being able to make decisions and solve problems effectively is a necessary and vital part of the job for every employee. This course is designed to improve delegate's decision-making skills by addressing problems using specific tools and processes to find the right solutions to most situations.

Discover how to use this process to go from ordinary to extraordinary performance. How to creatively brainstorm solutions and face obstacles from a whole new perspective. In our present work environment, where time and resources are tight, this course offers delegates the answers they need to perform at their best.

### **Course Content:**

- Concept of effective problem solving & decision making
- The decision-making process
- Decision-making styles
- Attributes of an effective decision maker
- Ethical decision making and problem solving
- The characteristics of problems
- Problem identification
- Problem labeling
- Problem cause analysis
- Identifying alternative solutions
- Developing appropriate decisions
- Action planning & implementation

### **Learning Outcomes:**

After attending this course participants will be better able to:

- Understand the steps of effective problem solving system
- Use the analytical techniques in each step
- Recognize the vital role communication plays at each step
- Ask questions in order to stimulate communication at each step
- Understand the anatomy of problems and why they persist
- Confront problems to prevent future stress
- Distinguish between the causes and effects of problems
- Label a problem to facilitate discussion and analysis
- Find a problem's root cause
- Brainstorm optional solutions
- Evaluate optional solutions to decide on the most workable strategy
- Formulate action plan to implement the chosen solution
- Apply the concept to real-life problems as they occur in the future.

**PMI Accreditation:**

24 Professional Development Units and Certificate of Attendance

**Course Duration:** 3 Days

## Strategy Facilitation

### **Course Overview:**

There is a huge gap between strategising a company's vision and mission and turning those good intentions into "do-able" activities. This gap could be described as "strategic drift". There are different forces driving strategic drift. These are essentially either internal or external in nature and each corporate is unique in this respect.

Successful organisational strategy planning arises from the conscious decision of not to allow strategic options to be generated from the zone of comfortable debate, because in this zone, strategic options will be exciting but not taken seriously. Managers can be quite comfortable determining strategies and voicing their commitment to them in the workshop, while simultaneously knowing that they have no intention of changing anything they do personally to bring them in line with the stated strategy.

The course is run over 3 modules of 2 days each with syndicate work in between. It is recommended that the Collaboration and Facilitation Course be undertaken before this course.

### **Course Content:**

#### **Module One**

- Concepts of Strategy and Strategic Management, including
  - Strategy enablers – Organisational Competencies and Capabilities.
  - Analysing your Industry
  - Developing strategy within your industry.
  - The Organisation's Strategic Environment.
- Organisational Competencies and Capabilities.
- Key Competitive Postures –Strategy Choice.
- Strategy Leadership Process entailing:
  - Conduct the Strategy Stakeholder Analysis
  - Discuss and agree Organisational Ethical Stance.
  - Identify and agree the Organisational Type and Frames of Reference.

Identify and agree the Organisational Culture/Profile

#### **Module 2**

- Use of Scenarios in Long Term Planning.
- Market Positioning and Objectives
- New Market Landscapes.

#### **Module 3**

- Translation of strategy to Business Unit/Departmental Level.
- Translating and Linking Strategy Delivery to Key Result Areas.
- Scoping out Strategic Projects.
- Ensure accurate strategy definition and planning.
- Assess and visualise the strategic positioning of the organisation.
- Define and agree the shared Strategic Vision Statement.
- Develop a clearly defined set of strategies in relation to the shared Vision.
- Define and agree a Mission Of Intent Statement.
- Identifying the Strategy Business Imperatives to bridge the Vision and Mission Of Intent with implementation.
- Defining the Strategy Business Imperatives and Projects Objectives.
- Defining the Strategy Scope and Project Specification of Deliverables.
- Defining the Core Strategy Team.
- Identify and define Strategy Risks, Analysis and Action Plans.
- Develop a Strategic Linkage Analysis Planning Diagram, including the prioritisation of Business Imperatives.
- Strategic Dashboard Development.

### **Course Benefits:**

The end result of this course is to provide delegates with concrete direction with strategic delivery through tactical portfolio, which in turn implies correct use of valuable resources to achieve rational business goals and that critical edge on the competition.

#### **PMI Accreditation:**

48 Professional Development Units and Certificate of Attendance

**Course Duration:** 6 Days

## Time Management Training Course

### **How to Stop Procrastinating, Start Planning, and Get More Done**

#### **Course Overview:**

Getting the most out of a 24-hour day is a constant challenge in our busy world: a bottomless inbox, tons of emails, millions of meetings, etc. Too much to do and not enough time to do it is a common problem many people face in the workforce. This high-energy, back-to-basics training program explains the fundamentals of time management: proven ways to get the most out of a day, techniques for eliminating time wasters and more.

This is a practical time management training course that introduces proven techniques for mastering time. The approach will involve presentations and discussion to introduce the concepts of time management and practical exercises to develop personal skills. The course will help delegates increase work effectiveness and productivity, achieve greater control of their daily activities and overcome stress.

#### **Course Content:**

- Cultures and Time
- Establish what are your time blockers and unblockers
- Setting time bound objectives and goals
- Prioritising activities
- Effective time management systems
- Meeting objectives with less stress
- Maintaining your time management disciplines

#### **Learning Outcomes:**

Having completed this time management training course participants will be able to:

- Identify their own particular time wasters and adopt strategies for eliminating them from their work pattern.
- Recognise the variety of causes of procrastination and apply relevant techniques to overcome these.
- Clarify and prioritise their objectives and goals.
- Adopt appropriate strategies for dealing with interruptions.
- Use practical techniques for organising work.
- Reduce time spent in meetings yet contribute more effectively.
- Delegate work more effectively to other staff

#### **Course Benefits:**

- Improved concentration
- Easy prioritization
- Limited multitasking
- Increased productivity
- Reduced stress.

#### **Who Should Attend:**

- Middle Management
- Team members

#### **PMI Accreditation:**

8 Professional Development Units and Certificate of Attendance

**Course Duration:** 1 Day