

# PEOPLE MANAGEMENT & SUPERVISORY SKILLS TRAINING



**Length: 2 Days (8:30 – 16:30)**

## ABOUT THIS TRAINING

Managing and supervising people can be a daunting experience, as the list of responsibilities is endless, from leading and motivating your team to dealing with difficult people and managing poor performance. This course helps managers build their confidence and gives them a toolkit of essential skills and techniques that can be applied immediately back in the workplace.

## WHO SHOULD ATTEND

All team leaders, supervisors and managers who would like to improve their people management skills in the workplace.

## WHAT WILL I LEARN?

- When to coach, counsel and discipline
- How to manage a performance discussion to improve the performance of your team
- How to use time management and delegation effectively
- How to motivate, manage and lead your team to deliver results
- How to lead individuals you used to work alongside with
- How to deal more effectively and confidently with conflict situations
- How to lead and not manage

## COURSE OUTLINE

### Module 1: Management in a nutshell

- The manager in the organisation
- Managing resources including the responsibilities of employees in respect of these resources

### Module 2: Delegation

- Effective delegation - empowering yourself and your team
- Responsibility, authority and accountability

### Module 3: Effective communication and people skills

- Tips for leading the different personality types in your team
- Dealing with difficult people and team members
- Five ways of handling conflict
- Feedback – positive and negative

### Module 4: Plan, organise, lead and control

- Prioritising and scheduling tasks and responsibilities
- Evaluation of deviations and rectifying these deviations
- Long-term control – the most difficult managerial task

### Module 5: Motivating the team

- Warning signs of team trouble
- Keeping your team on track
- Motivating to achieve maximum team performance as a leader
- Leading people you used to work alongside with



# Pricing

## WHAT'S INCLUDED:

- A trainer who is a subject matter expert
- A comprehensive learner guide packed with practical tips (PDF for virtual / printed for face-to-face training)
- Digital certificate of attendance
- Post-training Trainer Report

## WHAT THE CLIENT WILL PROVIDE:

Option1: Virtual Instructor Led Training	Option 2: Face-to-Face Training
<ul style="list-style-type: none"> <li>• Fast, reliable internet connection</li> <li>• Computer / laptop for each participant - capable of using the meeting software (Zoom or Microsoft teams) and fitted with a microphone and camera</li> <li>• Printing facilities - should the delegates wish to print their course material before the training</li> </ul>	<ul style="list-style-type: none"> <li>• The training venue, refreshments, and meals for the delegates and the trainer</li> <li>• All audio-visual equipment: data projector, flipchart/whiteboard and pens</li> <li>• Pen and paper for the delegates</li> <li>• Trainer's air or road travel (@R 3.50 pkm) expenses and accommodation for training further than Johannesburg or Pretoria.</li> </ul>

## PRICING TABLE 2 DAY TRAINING COURSE:

Number of Delegates	Price per delegate for 2 Day Training Course (excl. VAT)	Total cost per group based on the number of people attending (excl. VAT)
4	R 6 510	R26 040
5	R 5 208	R26 040
6	R 4 340	R26 040
7	R 3 802	R26 614
8	R 3 396	R27 168
9	R 3 080	R27 720
10	R 2 832	R28 320
11	R 2 606	R28 666
12	R 2 454	R29 448
13	R 2 308	R30 004
14	R 2 184	R30 576
15	R 2 076	R31 140
16	R 1 980	R31 680
17	R 1 900	R32 300
18	R 1 826	R32 868
19	R 1 760	R33 440
20	R 1 700	R34 000

\*Terms & Conditions Apply. Prices change depending on number of delegates trained. Please request a formal quotation.