



Leading in a diverse and transforming society

Registration No: CK2002/024743/23
Vat Reg: 4090218670

FAST TRACKING MANAGERS PROGRAMME

Any seasoned business person will tell you “that business success is undoubtedly about having competent and motivated people, and being able to manage them according to a shared vision.”

Program Overview:

An astute and simple, yet highly astute synthesis of all those People Management Skills one could ever require in the work place.”

A short program of 4 days (8h30 – 16h00), focusing on the essential skills to “Fast Tracking” those employees and supervisors who require:

- An understanding of the nature of business
- An “intrapreneurial” mindset
- The ability to move with the changing times
- An insight into strategy, value driven behaviour and building work communities
- Team roles and responsibilities
- Remaining constructive and resilient during difficult times
- Managing themselves with regard to their emotions, behaviour, motivation and attitude
- Relating in a solution focused manner with colleagues and customers
- Managing poor performance and inappropriate behaviour pro actively
- Intervening effectively in crisis situations
- Taking responsibility for managing their own careers
- Transferring skills appropriately to colleagues
- Managing quality and customer feedback surveys
- Actively participating in the building of a successful, diverse and sustainable South African business economy.

ROGRAMME SPECIFICS:

UNDERSTAND THE – SA - BUSINESS CONTEXT

Module One

- The business of business is profit
- Enhance the value you add to your company and learn from the future.
- Understand the changing trends in business activity
- Confront existing beliefs and expectations about the status quo and life time career paradigms
- Improve your understanding of business drivers and prerequisites for success



Leading in a diverse and transforming society

Module Two

- Fostering an entrepreneurial mindset
- Connect with your unique source of motivation
- Manage personal fears and insecurities
- Be confident and take accountability
-

Module Three

- Managing the Changing work context
- Know what your organization needs to remain successful and sustainable in a competitive environment
- Receive guidelines regarding the nature of change and transformation
- Understand and manage personal change dynamics

ADOPT THE “RIGHT” APPROACH

Module One

- Organizational imperatives
- Understand the transforming power of a vision
- Gather the basics of strategic planning
- Implement value driven behaviour
- Counter cynicism and build community

Module Two

- Team imperatives
- Understand the organization as a system
- Manage those paradoxes within a team work approach
- Gain insight into the formation of and the types of teams
- Align team roles and responsibilities
- Facilitate Team relationship building

Module Three

- Individual imperatives
- Remain constructive during difficult times
- Innovation is crucial to survival in the future
- Take responsibility for your life, your attitude and your career



Leading in a diverse and transforming society

MANAGE - "THE SELF".

Module One

Manage the self (LEAD)

- Emotional intelligence is central to personal effectiveness.
- Understand that your emotions ground you in reality
- Learn to align them with your intellect
- Enhance your levels of personal maturity

Module Two

- Gain control over your life
- Determine your life's meaning
- Maximise personal clarity and own your uniqueness of purpose.
- Be committed and contribute substantially to the workplace!

Module Three

Become a problem solving expert

Become a master at the LEAD (listen, explore, look at alternatives and decide) and GROW (get involved, reflect, look at options and take willing action) problem solving process.

'When I was taught this process in the early eighties, it literally changed my life" Dr. R Volpe.

RELATE RESPECTFULLY

Module One

- Excellent people relationships are critical!
- Relate effectively to people and customers under all circumstances, and from all walks of life.
- The GROW and LEAD model of effective interpersonal behaviour will enhance your ability to
- Communicate with integrity and respect
- Process people communications effectively
- Improve your ability to facilitate constructive problem resolution



Leading in a diverse and transforming society

Module Two

Manage conflict with confidently

- Assertiveness is a skill that can be learnt
- Conflict can be managed immediately and directly
- Confrontation and feedback facilitate personal growth
- Manage criticism respectfully

Module Three

Make your customers day!

- Be present in the moment
- Have fun and choose your attitude
- Know the products, and the services
- Improve service processes
- Learn about the EVA (Economic Value Add) theory and increase your company's market share

MANAGE DIFFICULT TIMES, PEOPLE AND CIRCUMSTANCES

Module One

Managing Stress

- Evaluate your levels of personal stress
- Enhance your stress management repertoire
- Create a balance between your life and your work
- Become more resilient

Module Two

Managing People

- Learn about behaviour risk management
- The performance impaired employee will display their distress first and foremost via their behaviour, (such as power or attention seeking).-
- Intervene proactively, and avoid an unnecessary crisis
- When performance deteriorates use the Employee Assistance modality
- Identify mood and addiction and burnout concerns and refer appropriately
- Learn Intervention techniques for:
 1. Resistant individuals
 2. Cognitive individuals
 3. Reflective individuals
 4. Resourceful individuals



Leading in a diverse and transforming society

Module Three

Critical Circumstances

In South African Society employees and managers can expect to be exposed to having to deal with traumatised employees who have been exposed to one or another form of violence.

Such experiences cause strong emotional reactions that have the potential to interfere with their functioning both at life and at work.

The sooner the person receives assistance the more positive the effect.

The LEAD and HOPE process will facilitate appropriate recognition, intervention and referral for assistance.

MANAGE YOUR CAREER

Module One

Building personal equity in your career

- Do a human capital review and assess your liability and assets
- Be astute about your career path and negotiate your own development with clarity
- Be politically intelligent and learn to play the game

Module Two

Assess your power and influence base

- Determine the extent of your credibility and visibility
- Understand what Drives you
- Glean insight into your and others sources of motivation

Module Three

The career management imperatives

- Become politically astute and learn to play the game
- Manage how people perceive you by owning your Personal Brand
- It's who you know so Network intelligently
- Everyone can win, with a healthy outlook on Negotiation



Leading in a diverse and transforming society

FACILITATE SKILLS TRANSFER

Module One

Invest in the next level of leadership

- Bestow your skills on your colleagues and coach them to the next level of business
- Assess your employees level of maturity with regards to their job performance
- Understand the critical role of regular performance management reviews

Module Two

Become a coach!

- Understand the roles of the coach
- Facilitate your colleagues growth and development
- Assess learning styles
- Lead people to commit to their own constructive solutions

Module three

Ensure a vibrant and responsive customer feedback loop

- Choose consistent improvement and the higher road of learning
- Differentiate between your internal customer and your external customer
- Design and implement simple yet pertinent and cost effective surveys and feedback tools.
- Simple yet accurate Corporate Culture assessment
- Use the skill of planning and project management to implement the required changes.

ENSURE SUSTAINABLE BUSINESS

Module One

Learn about higher order thinking

- Higher levels of functioning require the ability to think in the gray zone.
- Learn about the different levels of ability to think with complexity

Day Eight – Module Two

Environmental scanning

- Continuously scan the environment in order to assess your competition
- Be proactive, segment your market
- Differentiate yourself through price or quality



Leading in a diverse and transforming society

Module Three

Product cycles and innovation

- Product cycles and reinvention are critical
- Innovation and creativity are the name of the game
- Reassess your strategic imperatives

INTEGRATION AND OVERVIEW

Module one

- Revision exercises
- Time for questions

Module two

- Organizational specific case studies
- Project review

Module Three

- Syndicate allocation and conversation corners

PRESENTATION AND GRADUATION

Module One

- Overview of learning's
- Welcoming managerial attendees
- Course overview and learning's

Module Two

- Presentations
- Organizational specific Syndicate presentations

Module Three

Graduation

- Award presentations, issuing of competence certificates and graduation ceremony.

Program Value ADD

Each attendee will be required to present either individually or as part of a syndicate, an organizationally relevant and innovative presentation on their learning's and how they will implement these learning's within their company.

*Referring managers are invited to attend the last day's events.



Leading in a diverse and transforming society

APPENDIX

IN-HOUSE COMPANY PROGRAM DETAILS

Target group and business application

- Male and female delegates, suitable for Supervisors & New managers
- Delegate manuals are in English.

Duration of Course

A program of **4 Days** (8h30 – 16h00)

Facilitators

Dr Renate Volpe

Award Winner - The most Influential Woman in Business and Government (SME - Education & Training, CEO Magazine) Dr Renate Volpe is a recognized expert in the arena of people development, leadership and change management. She represents a unique combination of academic ability (PHD in leadership), is a successful corporate player with thirty years of business experience (first as an employee and then as a business owner) as well as being a resilient and innovative entrepreneur.

Mike Lacey-Smith

Mike is a Psychologist, Coach, Facilitator, Writer and Motivational Speaker. In the corporate arena, he has worked in over 90 companies as a change facilitator, trainer, EAP consultant and coach. Mike is an international speaker and has spoken and facilitated in conferences in 9 African countries and Mauritius. HE is the CEO of Free to Live, is a Faculty Director of the University of Life, and is an Associate Consultant for Both BrandOvation and Business Made Simple. He is the co-founder of JourneyMan, a programme for men, and is a Dolphin Assisted therapist. He facilitates programmes in Mozambique which include Team Builds and Self Development programmes, and delegates get the opportunity to swim with wild dolphins. Mike writes daily motivations, is a published article writer and is passionate about life

Costs

Fee: R13 000 excluding vat per person

Value Add

Book: "The Entrepreneurial Mind shift" - By Dr Renate Volpe

Public Course Dates: 9,15,22,29 June 2016

Inhouse Course –

Minimum requirement: 15 or more delegates

Bookings require a minimum of a four weeks notice period



Leading in a diverse and transforming society