



# Institute for Capacity Development (ICD)

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## Effective Management and Supervisory Skills for Management Staff

### Course Objectives

Upon successful completion of this course participants should be able to:

- Identify a potential problem area in the management of people.
- Describe management's goals and employees' goals
- Demonstrate the skill of delegating authority.
- Analyze and explain the process of identifying individual's motivators.
- Separate the factors satisfying an employee and those factors which are motivating.
- Describe measurements used in performing appraisal systems.
- Identify appraisal errors.
- Discuss various management styles and identify situation or person types best managed by each style.

### Target Groups

- Directors
- All middle managers
- Departmental heads
- Project managers
- Senior officers

### Course Outline

- Institutional management principles
- The Supervisor as Manager
- The Supervisor as a Leader
- Building Work Place Diversity
- People management skills
- Planning, Organizing, and Controlling
- Planning and decision making techniques
- People and relationship management
- Time management
- Stress management
- Leadership skills development
- Employee Motivation
- Creating a Positive Work Climate
- Developing Job Expectations
- Communication skills development
- Recruiting and Selecting Applicants

- Employee Training and Development
- Scheduling and capacity building
- Evaluating Performance
- Workplace health and safety
- D-Base Management
- Action planning

Dates: 09<sup>th</sup> – 20<sup>th</sup> January 2012

Duration: 2 weeks

Course Cost: US\$2950

Venue: Pretoria, South Africa