



Institute for Capacity Development (ICD)

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Supervisory and Operations Management

Course Objectives

On completion of the course participants should be able to:

- Institute effective and efficient communication skills
- Apply effective leadership skills
- Plan and enforce budgets and delivery schedules
- Work effectively as a team
- Promote good relationships at workplace
- Prioritize, plan, and manage their time.
- Explore ways to engage in productive rather than toxic debate, and to make conflict a powerful force for creative, well-rounded solutions to problems.

Target Groups

- Human Resource Managers
- Line Managers
- Supervisors
- Administrators
- Directors
- All middle managers
- Departmental heads
- Senior officers

Course Outline

- General Management Principles and Skills
- The Supervisor as Manager and as a Leader
- Setting Goals & Articulating a Vision
- Supervisor's Expectations and Employee Behaviour
- Building Work Place Diversity
- Planning, Organizing, and Controlling
- People and relationship management
- Leadership skills development
- Styles of Management
- Dealing with the Troubled Employee
- The Supervisor's Role in Dealing with Harassment Issues
- Self-Disclosure and Feedback

- Questioning Techniques and Listening Skills
- Motivation and Job Enrichment
- Orienting the Employee
- Disciplinary Processes
- Problem Solving & Decision Making
- Change Management
- Team Building Skills
- Change and Stress in the Workplace
- Training and Development
- Effect of the Organization on Performance
- Effect of Leadership Style on Motivation
- Performance Management
- Analysis of Effective Employee Appraisal
- How to Coach and Counsel Employees
- Time and Stress Management
- Delegating Effectively
- Budgeting
- Action planning

Dates: 06th – 17th December 2021

Duration: 2 Weeks

Course Costs: US\$3150/delegate

Venue: Pretoria, RSA