



DIRECTORATE OF RESEARCH & CONSULTANCY

MANAGEMENT TRAINING

Duration: Two Days

Venue: ZRA – Training Centre

Course Overview

The management role has changed overtime because the organizational, economic and technological context in which managerial work is conducted has evolved. While modern organizations operate in environments where uncertainties and tight resources are the norm of the day, successful execution of managerial work still depends on employees under direct supervision and others to get the job done satisfactorily. Likewise the course on mastering key management and supervisory skills is designed to equip managers with strategies and techniques to help you improve personal management skills in line with the changing business environment.

Participants will also go through practical exercises and hands-on activities to enable them to focus on components of delegating tasks, coaching, and performance improvement as well as dealing with difficult employees.

Learning Objectives

By the end of the course, participants will be able to:

- Examine their own personality and behaviours to enhance self-awareness.
- Improve understanding and communication by giving and receiving good feedback.
- Develop a comprehensive team building strategy that improves productivity of the team.
- Communicate effectively with both superiors, peers, subordinates and minimize miscommunication.
- Deal with difficult people, manage tense situations, and resolve conflict.
- Organise, motivate, and galvanise work teams to operate more effectively.
- Become effective coaches for their team members.
- Effectively manage performance of their teams.

Target Audience

This practical training is ideal for Managers, Supervisors and those aspiring for high impact future leaders.

Training Methodology

This highly practical and results-oriented training is based on adult learning concept. The facilitators will give plenty of input and then help participants to make sense of the themes through discussion and practice. It incorporates short inspiring demonstrations; role play, case studies and much practice to enhance learning. There will be ample time for Q&A, discussions with -return to work- action planning. The course will reinforce key concepts within an inspiring and engaging learning environment.

Course Outline

Day One		
Practicing Self-Management as a Leader - Chabu C		Time
<p>Learning Outcome</p> <p>Enable participants examine their own personality and behaviours to enhance self-awareness for effective management and teamwork</p>	<ul style="list-style-type: none"> • Role and responsibilities of managers and supervisors • People Management • Key skills and competencies for effective Management • Importance of self-perception and self-awareness • Personal transformation • Intrapersonal and interpersonal skills for a leader • Understanding the model for leadership • Choosing preferred leadership style • Adapting leadership style to different situations and team dynamics • Managing your own time and results Activity 	08:30 - 10:30
Health Break		10:30 - 11:10
Conflict Resolution and Managing Difficult Employees – Mukuma R		Time
<p>Learning Outcome</p> <p>Upskill participants in dealing with difficult people, manage tense situations, and resolve conflict</p>	<p>Conflict Resolution</p> <ul style="list-style-type: none"> • Recognizing and Managing Workplace Conflict • Techniques for Mediation and Negotiation • Building Positive Employee Relations <p>Managing Difficult Employees</p> <ul style="list-style-type: none"> • Separate the person from the behaviour, • Widen your perspective to understand the other person • Acting instead of reacting when you are upset • Bringing out the best of difficult employees • importance of documentation and following policies and procedures • Administering fair and consistent discipline • conducting professional, constructive conversations with employees 	11:00 - 13:00
Lunch break		13:00 - 14:00
Effective Communication – Dr Matoka W		Time
<p>Learning Outcome</p> <p>To enable participants to communicate effectively with both</p>	<ul style="list-style-type: none"> • Communicating with your team • Communicating the message • The communication process • What and how to communicate • Communication components 	14:00 - 16:30

superiors, peers, subordinates and minimize miscommunication	<ul style="list-style-type: none"> • Communication methods • Effective use of E-Mail • Using improved communication to managing relationship with your superiors • Managing superiors through effective communication • Managing miscommunications • Receiving and implementing feedback • How to run effective meetings • Inspiring and guiding others • Handling stress appropriately 	
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Day Two

Staff Motivation and Delegation for growth – Dr. Matoka W	Time
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Learning outcome To explore ethical and sustainability considerations in procurement.	Staff Motivation <ul style="list-style-type: none"> • How to motivate direct reports • Sources of motivation • Identifying motivating factors in individuals • Capitalizing on your direct report’s motivation • Motivating with coaching and delegating Delegation for growth <ul style="list-style-type: none"> • Assessing Personal Delegation Skills and Practices • Techniques for Effective Delegation and Task Assignment • Empowering Team Members and Encouraging Ownership • The benefits of delegation • Barriers to delegation and how to overcome them • Tasks that you can delegate • Making delegation successful 	08:30 - 10:30
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Health Break	10:30 - 11:00
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Leading more Effective Teams – Chabu C.	Time
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Learning outcomes Equip participants with ability to develop a comprehensive team building strategy that improves productivity of the team.	<ul style="list-style-type: none"> • Identify and mitigate behaviour that destroy inclusive cultures • Customer Service • Practice inclusive decision-making to sustain a positive and diverse culture • Providing individual feedback for accountability and learning • Optimizing the leader's natural strengths • Understanding team processes • Building effective teams • Improving team creativity and collaboration • Leading a culture of continuous improvement • Employee burnout prevention strategies 	11:00 - 13:00
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Lunch break	13:00 - 14:00
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Performance Management – Mukuma R	Time
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Learning Outcome	<ul style="list-style-type: none"> • Understanding performance management • The goal of performance management • Risk Management 	<ul style="list-style-type: none"> • 14:00 - 15:30
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Participants will learn strategies on how to effectively manage performance of their teams	<ul style="list-style-type: none"> • The performance management plan • Setting Clear Performance Expectations and Goals • Keeping records of performance • Providing Feedback and Coaching for Performance Improvement • Performance Appraisal and Recognition • Addressing Staff Performance Problems 	
Certificate Presentation		16:30 - 17:00

For bookings, contact Millan Kuyela:

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Aspire, Acquire, Prosper