

Developing Managers & Supervisors

1 Embracing your New Roles and Expectations

- Setting Clear Performance Expectations
- Critical components of clear performance expectations
- Communication of clear performance expectations
- Working towards achieving a common objective
- How to set clear employee expectations
- How to set expectations as a boss
- Employee accountability

2 Challenges in the Workplace

- Challenging role of a manager
- Managing a diverse workforce
 - Diverse issues and how they affect you
- Interacting with a variety of personalities
- Dealing with difficult office situations
- Managing stress arising from crisis situations
- Prioritizing conflicting deadlines

3 Fundamentals of Leading with Success

- Core skills in management
- Developing Soft Skills at Work
- Tact and diplomacy
- Developing emotional intelligence
- Building self confidence

4 Networking Basics and Etiquette

- Golden rules of networking etiquette
- Tips for successful networking
- Don'ts at networking events
- Taking the pain out of networking and put it in your comfort zone.

5 Digital Transformation

- Business Model Transformation. Does your current business model make sense in a digital business environment? ...
- Process Transformation. How can you update your everyday business processes? ...
- Organization Transformation.
- Technology Acceptance and Perceptions and Attitudes Toward Technological Change
- Artificial Intelligence and the impact in business environment
- Office Administration Technological Trends-The journey to present Technologies
 - ✓ The cloud
 - ✓ Process automation
 - ✓ Mobility
 - ✓ Contactless office technology
 - ✓ Document management

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The course attracts a fee of **USD2,000** per delegate, inclusive of tuition, documentation, morning and afternoon teas/coffee, lunch and certification, and airport pick-ups and drops.