

Developing New Managers and Supervisors

1. Embracing your new role and expectations

- Setting clear performance expectations
- Critical component of setting performance expectations
- Communication of clear performance expectation
- Working towards achieving a common goal
- How to set expectations as a boss
- Employee accountability

2. Challenges in workplaces

- Challenging role of a manager
- Managing diverse workforce
- Interacting with a variety of personalities
- Dealing with difficulty office situations
- Managing stress arising from crisis situations

3. Fundamentals of leading with success

- Core skills in management
- Developing soft skills at work
- Tact and diplomacy
- Etiquette and Language
- Developing emotional intelligence
- Building self-confidence

4. Networking basics and etiquette

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

Developing New Managers and Supervisors

5. Digital Transformation

- Business Model Transformation.
- Process Transformation. How can you update your everyday business processes?
- Technology Acceptance and Perceptions and Attitudes Toward Technological Change
- Office Administration Technological Trends-The journey to present Technologies
 - The cloud
 - Process automation
 - Mobility
 - Contactless office technology
 - Document management

FEES

The course attracts a fee of **K595,000** per delegate, inclusive of tuition, documentation, morning and afternoon teas/coffee, lunch and certificate of attendance