

DEVELOPING NEW MANAGERS AND SUPERVISORS

1. EMBRACING THE NEW ROLE AND EXPECTATIONS

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

2. THE CHALLENGING ROLE OF A MODERN MANAGER

- The “Do more with Less” pressure
- Leading a highbred and multi-generational team
- Digital disruption & data overload
- Managing stress arising from crisis situations
- Managing peers
- Managing with data driven insights
- Building a digital culture
- Leveraging on emerging technologies

3. FUNDAMENTALS OF LEADING WITH SUCCESS

- Core Skills and Competences in Management
- Developing Soft Skills at Work Places
- Etiquette and language
- Developing emotional intelligence
- Building self-confidence

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4. NAVIGATING UNCERTANTY TO PREDICT THE FUTURE TRENDS & DISRUPTIONS

- Analyzing trends in global dynamics: technology, workforce and markets.
- Analyzing disruptions and opportunities
- Leading through ambiguity and change
- Case study: Industry disruption examples and leaders who thrived in crisis

5. DEVELOPING AN ADAPTIVE LEADERSHIP MINDSET

- Embracing change and uncertainty
- Developing growth mindset and resilience
- Self- assessment
- Developing emotional intelligence and self-awareness

6. DEVELOPING PEOPLE MANAGEMENT SKILLS

- Developing emotional intelligence
- Personal brand development
- Balancing personal and professional image
- Influencing how others think
- Effective delegation
- Strategic thinking and creative thinking

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7. COMMUNICATING WITH TACT, DIPLOMACY AND PROFESSIONALISM

- Assertiveness as an introduction: Passive, aggressive and assertive
- Communicating with diplomacy
- Communicating with tact in difficult situation and wit difficult people
- The power of body language

8. MIRROR THE BRAND: PROJECTING SUCCESS THAT REFLECTS YOUR ORGANIZATION'S STANDARDS

I. Building Personal Wealth

- Personal financial intelligence
- ✓ Money mindset programming, personal transformation, financial planning, the power of goal setting, expenditure tracking, managing lifestyle

II. Visual Alignment

- Dress code, grooming and tools that match your company's market position

III. Behavioral Alignment

- Confidence, Language and etiquette that reflects your organizational values.

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IV. Digital Alignment

- LinkedIn, email tone and virtual presence that enhance corporate reputation

FEES

The course attracts a premium fee of **K750,000** that reflects the quality of delivery. It includes tuition, reference materials, certificate of attendance, morning and afternoon teas/coffee / refreshments and lunch.