**This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.**

## COURSE OUTLINE - Effective Management

### Course Specifications

**Course Number:** ELK88–457 | **Software:** Microsoft Windows® | **Course Length:** 1.0 day(s)

**Course Description:**
The world of business is increasingly becoming centered about the interaction of different teams, both within and outside the organization. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively.

In order to perform the job well, the manager must understand the different roles of everyone involved in the team, and be trained in developing the capabilities of all team members and addressing issues as soon as they surface.

This course will help you gain an understanding of the basic fundamentals of becoming an effective manager for your team.

**Course Objective:** You will explore the fundamental concepts of effective management.
Target Student: Business professionals who are either at the managerial level, or are interested in becoming team leaders.

**Prerequisites:** There are no prerequisite skills for this course; however, you might be interested in the following related courses: Problem-Solving Skills, Negotiating Skills, Business Presentations, Advanced Communication Skills, and Creating and Maintaining a Life Balance.

**Delivery Method:** Instructor led, group-paced, classroom-delivery learning model with structured hands on activities.

## Hardware Requirements

- Pentium 90 MHz or higher processor, or Macintosh PowerPC.
- Screen resolution of 800 x 600 set to 256 colors

## Platform Requirements

## Software Requirements

- Windows® 95, Windows® 98, Windows® 2000, Windows® ME, Windows® NT 4.0, Windows® XP Home Edition, or Windows® XP Professional.
- Microsoft Internet Explorer 5.0x, 5.5, 6.0; or Netscape Navigator (excluding 6.0 and 6.1).
- Adobe Acrobat Reader 6.0 or higher; Apple QuickTime 5.0 or higher; Macromedia Flash Player
- 6.0.79 or higher; or Macromedia Shockwave 7.0.2, 8.0, 8.5, 8.5.1 or higher.

## Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Determine the roles that a manager must fill on a team, and explore the key areas of personal development.
- Discover how to detect silent messages through body language and other means of nonverbal communication. You will also bolster your listening skills through active listening.
- Discover ways of identifying problems, prioritizing problems, and implementing solutions effectively.
- Empower your workgroup through delegation and coaching.
- Discover the stages of team development and examine the need for regular team meetings.

# Course Content

**Lesson 1: Developing as a Manager**
**Topic 1A:** The Role of an Effective Manager
**Topic 1B:** Personal Skills Development

**Lesson 2: Communicating Successfully**
**Topic 2A:** Speak Without Talking
**Topic 2B:** Manage Better By Listening
**Topic 2C:** Assert to Achieve

**Lesson 3: Creating Successful Solutions**
**Topic 3A:** Identify the Core Problem
**Topic 3B:** Solve Problems Creatively
**Topic 3C:** Implement Solutions Decisively

**Lesson 4: Empowering Your Workgroup**
**Topic 4A:** Delegate For Results
**Topic 4B:** Coach for Achievement
**Topic 4C:** Evaluate Staff Performance

**Lesson 5: Cultivating Great Teams**
**Topic 5A:** Create an Invincible Team
**Topic 5B:** Inspire Team Success
**Topic 5C:** Team Briefings for Success
**Topic 5D:** Resolve Conflicts Positively

**Appendix A: Project Roles**
**Appendix B: Updated Team**
**Appendix C: Delegating for Results—Task List**
**Appendix D: Email Conflict Duration: 1 day**

**Each delegate will receive a comprehensive handout and certificate of attendance.**

## ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (http://www.collegeafricagroup.com)

## ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner.  College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Master MS Project for quick info and outcomes
(MS Project)

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Save time!
Learn to touch-type and be more accurate.
(Keyboarding)

## EBOOKS AND ONLINE TAINING

Excel Essentials 2013 Ebook, workbooks, and solutions.
Excel Intermediate 2013 Ebook, workbooks, and solutions.
Excel Advanced 2013 Ebook, workbooks, and solutions.
Excel comprehensive online courses, email for more details.

## CONTACT DETAILS

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