

## MANAGEMENT FOR NEW MANAGERS

### COURSE DATE

10 - 12 October 2012

### COURSE DURATION

3 days – 08:30 to 16:30 daily

### COURSE FEES

R10 570 (excl. VAT) per delegate

**5% discount**  
for enrolment 2 weeks  
prior to course date

### WHAT'S INCLUDED

Provision of the course by AstroTech includes:

- Dynamic & knowledgeable facilitators
- A quality folder, notepad & pen
- Training file & CD
- High quality training venue
- Parking
- A course attendance certificate
- Lunch and refreshments

### REGISTRATION DEADLINE

Your completed enrolment form must be received prior to the start of the scheduled course.

TEL 011 582 3222 / 0861 ASTROTECH  
FAX 011 582 3201 / 0861 ASTROFAX  
E-MAIL TRAINING@ASTROTECHTRAINING.CO.ZA  
PRIVATE BAG X80500 HOUGHTON 2041

**0861 ASTROTECH**  
**WWW.ASTROTECH.CO.ZA**

### ★ COURSE OVERVIEW

Being a manager requires a whole new set of skills that can be very daunting to the recently appointed manager. Suddenly you are required to perform a completely new and different role as well as to take responsibility for the performance of others. Your success is no longer dependent upon tasks completed by you but by the performance of your team.

Without the skills to manage well, your own performance is in jeopardy. On the other hand, a skilled manager can double the productivity of a team and significantly impact the performance of a business unit or company.

To assist newly appointed managers to gain the necessary skills to be successful in their new role, AstroTech is offering a training course on "Management for New Managers".

The course covers the following key topics:

- People Management & Leadership
    - The role of a manager
    - Management vs Leadership
    - Change management
    - Conflict management
    - Crisis management
    - Recruitment
    - Motivating your team
    - Performance management
    - Applying discipline
  - Business & Finance
    - Basic accounting terminology
    - Budgeting & Forecasting
  - Liquidity & the importance of cash flow management
  - Communication and presentation skills
  - Strategic planning
  - Basic risk management
  - Fraud awareness and deterrence
  - Stress management
  - Managing your own career
- ... AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- New managers within an organisation
- Team leaders and supervisors that need development in the management discipline
- Specialists who are moving or have moved into management roles
- Anyone who wants to enhance their management skills

### ★ OUTCOMES

After attending this course attendees should:

- Understand the requirements of you as a manager
- Learn the skills needed to manage well
- Gain an understanding of broader business issues
- Learn how to get the best out of your team
- Network with others who are in a similar position

### ★ TAKE HOME TOOLS

- A detailed manual, workbook and CD
- A quality folder, notepad & pen
- One month of free telephonic and e-mail support included

### ★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

### ★ THE VENUE

The course venue is the Protea Hotel Umhlanga Ridge, Durban, which is a four-star conference venue.

The course will be run from 08:30 to 16:00/16:30 daily.

Accommodation is available at the hotel.

To book with them please contact reservations on 031 582 6000.

Course venues will be confirmed prior to course commencement.



### ★ LEVEL 1 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 135% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

### ★ TERMS & CONDITIONS

- If the course is not held for any reason, AstroTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at [training@astrotechtraining.co.za](mailto:training@astrotechtraining.co.za) within the following timeframes:
- **CANCELLATIONS:**
  - CANCEL WITHOUT COSTS:** If you advise us BY EMAIL **at least SEVEN** calendar days before the course
  - PAY 50% OF THE COURSE FEE:** If you advise us BY EMAIL **less than SEVEN** calendar days, but more than 24 hours before the course
  - PAY 100% OF THE COURSE FEE:** If you advise us BY EMAIL **less than 24 hours** before the start of the scheduled course, OR if the delegate is **ABSENT** without notification
- **POSTPONEMENTS:**
  - WITHOUT COSTS:** If you advise us BY EMAIL **more than THREE** working days before the course
  - WITH ADDITIONAL FEE (R1,430 PER DELEGATE):** If you advise us BY EMAIL **THREE or less** working days before the course starts, or if the delegate is **ABSENT** without notification, but still wants the option of postponement
- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **PRESENTERS**  
Should it be necessary, AstroTech reserves the right to substitute the presenter.
- **COMMUNICATION**  
When a person registers on AstroTech's website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise by AstroTech and/or its business partners.
- **DISCLAIMER**  
AstroTech will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.



# ENROLMENT FORM (CONT.)

COURSE NAME: **Management for New Managers**

COURSE CODE: **MNM 20121010 (Durban)**

## > DELEGATE DETAILS

### 3 First Name and Surname

Position

Special Diet:  K  H  V  O

E-mail

Cell No.

Office Tel No.

### 4 First Name and Surname

Position

Special Diet:  K  H  V  O

E-mail

Cell No.

Office Tel No.

### 5 First Name and Surname

Position

Special Diet:  K  H  V  O

E-mail

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