

BRIDGING THE GAP: FROM SPECIALIST TO MANAGER

COURSE DATE

14 - 16 November 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.

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FAX 011 582 3201 / 0861 ASTROFAX
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COURSE OVERVIEW

Managing business operations and people is a daunting task in itself, while moving from a specialist or technical role to one which involves general and people management responsibilities comes with even more unique challenges. As a specialist, you have come to depend mostly on yourself for the effective delivery of job related objectives. However, once you become a manager, you are responsible for achieving results through others, managing workplace dynamics, and juggling the management of day to day business operations with managing people needs, emotions and aspirations.

To assist people in managing the transition from a specialist role to a management role, AstroTech is offering a training programme called "Bridging The Gap: From Specialist to Manager". The course includes the following key topics:

HOT TIPS FOR SUCCEEDING IN YOUR NEW ROLE:

- Networking
- Gaining Credibility
- Gaining access to Mentoring
- Using & Understanding Politics to your advantage

TRANSITION PHASE CHALLENGES

KEY CRITICAL MANAGERIAL COMPETENCIES SUCH AS

- Decision Making
- Meeting Management
- Communication
- Leadership
- Problem Solving

OVERVIEW OF GENERAL & OPERATIONS MANAGEMENT INCLUDING

- Budgeting
- Management Reporting
- Business Plans
- Interfacing with other Departments
- Strategy & Planning

MANAGING THE EMPLOYEE LIFECYCLE THROUGH

- Recruitment
- Development
- Termination
- Performance Management
- Discipline

LABOUR LEGISLATION ESSENTIALS

WHAT MAKES PEOPLE TICK?

- What makes an Effective Team?
- How do you build an Effective Team?
- Motivating Others

COMBINING LEADERSHIP WITH EFFECTIVE PEOPLE MANAGEMENT SKILLS

HANDLING CHALLENGING SITUATIONS

THE ART OF LETTING GO: EFFECTIVE DELEGATION

...AND MUCH MORE!



COURSE INFORMATION

★ WHO SHOULD ATTEND

- Specialists who have developed into a management position
- Engineers, Technicians and other Technical staff who have developed into a management position
- Professionals who have developed into a management position
- Anyone else wanting to develop their management skills

★ OUTCOMES

After attending this course attendees should be able to:

- Understand the challenges faced in the transition from a specialist to a manager
- Learn how people dynamics work and how this can help you with people management
- Learn how to get the best out of your team so that both you and they can shine
- Awareness of labour relations risks
- Exposure to current leadership trends and thinking
- Practical guidelines which can be applied back in the workplace

★ 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!

★ ECSA CPD POINTS

This course has been accredited by CESA (Consulting Engineers South Africa) for 3 ECSA Continuing Professional Development Credits (CPD). Validation no. CESA-151-02-2014

★ THE VENUE

The course will be held at the AstroTech Conference Centre, in Parktown, which boasts the unusual combination of an upmarket business venue, security and convenience, in a setting which captures the historic grace and style of Johannesburg's golden era.



Centrally situated, you can step off the Gautrain at the Rosebank station, or exit the M1 at the Joe Slovo/Houghton Drive offramp, and we are just around the corner.

For a list of accommodation options nearby, visit www.astrotechconf.co.za/accommodation

★ 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 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.

