

## MANAGEMENT FOR NEW MANAGERS

## IN-HOUSE TRAINING

### WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook
- Electronic copy of Course Material, Handouts & Templates
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

### PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

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### 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:

- The role of a Manager
- Management vs Leadership
- The importance of, and Implementation of, Emotional Intelligence
- Conflict Management
- Recruitment and Performance Management
- Motivating your Team
- Implementing Disciplinary Action legally and successfully
- Communication
- Strategic and Operational Planning and Implementation
- Change Management
- Basic Accounting Terminology, including the role of Budgeting and Forecasting
- Overview of Risk Management and Crisis Management
- Protecting against Fraud
- Stress Management
- ... 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



### TAKE HOME TOOLS

- A detailed Manual/Workbook
- Electronic copy of Course Material
- Notepad and Pen
- One month of free telephonic and e-mail support included



### OUTCOMES

**After attending this course attendees should:**

- Understand what is required of you as a manager
- Learn the skills needed to manage people and teams
- Gain an understanding of broader business issues
- Make yourself more valuable to your company
- Network with other professionals



### TERMS & CONDITIONS

- **PAYMENTS:**  
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:  
**COURSES INSIDE GAUTENG:** At least **SEVEN** working days prior to the course  
**COURSES OUTSIDE GAUTENG:** At least **TEN** working days prior to the course  
Absent delegates are charged for.
- **POSTPONEMENTS:**  
**POSTPONE WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 25% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course  
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.  
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**  
**CANCEL WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 50% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**  
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**  
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**  
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**  
AstroTech Training 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.