

PEOPLE MANAGEMENT

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- 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

www.astrotechlearning.co.za

training@astrotechlearning.co.za

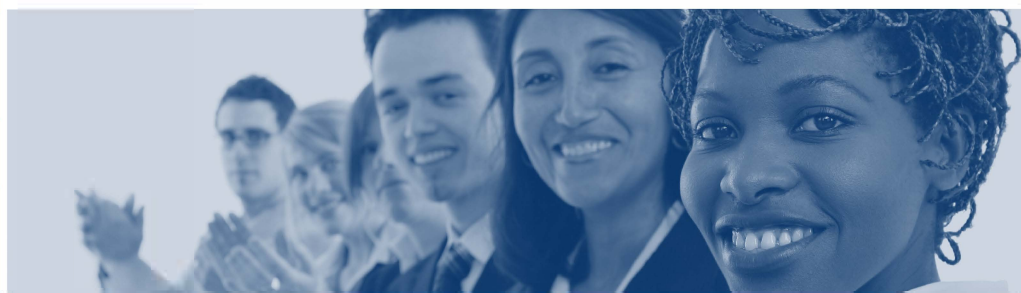
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★ COURSE OVERVIEW

People Management is one of the most difficult parts of Management. People are unpredictable. People have emotions and feelings and they cannot all be treated in the same way. This makes People Management complicated.

In order to assist Managers to address the challenges faced by managing people, AstroTech is presenting a course on "People Management" which covers the following key topics:

- Leading the Team towards company objectives
- How to get People to want to do what they're supposed to do
- What Great managers do
- Lead your Staff - Don't just Manage them
- Dealing with People Problems and Difficult Situations Effectively
- Exercise effective Communication Techniques
- Conflict Resolution
- Establishing your own Managerial Style
- Leading and Managing people you used to work alongside with
- Building an environment of Trust
- Coach and Mentor your Team for Improved Performance
- Recognising Strengths and Developing Potential
- Motivating to Achieve Maximum Performance
- Determine the appropriate Delegation Style for different Team Members and Situations
- Understand your Technical Staff and Manage them Accordingly
- Managing a Diverse Team Effectively with Sensitivity
- Recognition and Feedback
- Your influence on the Team both good and bad
- Performance Management, Disciplinary Procedures and Labour Legislation
- Tackling Poor Performance or Bad Behaviour quickly and fairly
- Providing Clear Performance Feedback on a Timely Basis
- Rewarding Good work and Encouraging those who are struggling to Perform
- Giving Praise and Appreciation
- ...AND MUCH MORE!



COURSE INFORMATION

★ WHO SHOULD ATTEND

- All managers within an Organisation
- Team Leaders and Supervisors that need Development in the People Management discipline
- Specialists who are moving or have moved into Management Roles
- Anyone who wants to enhance their People Management Skills

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ OUTCOMES

After attending this course attendees should:

- Learn how to address Sensitive People issues
- Learn how to Motivate, Manage and Lead your Team to deliver results
- Learn how to lead individuals you use to work alongside with
- Be able to deal more Effectively and Confidently with Conflict
- Learn how to Effectively Delegate

★ 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.