

BRIDGING THE GAP: FROM SPECIALIST TO MANAGER

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

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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 offers 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
- Performance Management
- Discipline
- Termination

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



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:

- 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

★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% 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!

★ 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

★ 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 Learning reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to do training with AstroTech at our venue, then training will be provided to you at The Capital Hotel nearest to you. The Capital specialises in conferencing and superior training facilities. Breakfast, snacks, tea, coffee and a three-course lunch will be included and provided on the days of training.
- **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 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.