



**Course:**                   **Management 101: Essential Management and Leadership Skills for the Newly Appointed Manager: A practical set of tools and techniques to function in the role of a Manager or Team Leader.**

**Contact Hours:**    **24**

**Pre-requisite:**       **Anyone transitioning from supervisor to manager.  
Anyone aspiring for a management portfolio.**

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## **Abstract**

*Management 101: Essential Management and Leadership Skills for the Newly Appointed Manager* is an introductory course on the role of management. Learners will be introduced to the key concepts, principles, and methods of leading a team. The elements of effective management will be discussed with applicable techniques discussed and applied in classroom activities. At the end of this introductory course, learners will achieve the necessary knowledge and skills to manage a team.

## **Target Audience**

Professionals who have progressed from a technical to a management role and wish to deepen their understanding of leadership and managing a team. Existing managers who have not had formal training in management techniques and practices.

## **Learning outcomes**

On completion of this course, learners will be able to:

**Describe the business process under his/her responsibility:**

1. Identify the steps in the business process.
2. Identify the requirements for an effective process.
3. Identify requirements for controlling the process.

**Evaluate the available technology for an efficient business process:**

4. Identify opportunities to make effective use of technology in the process.
5. Identify the requirements to make effective use of the technology.

**Determine the people requirements to operate the business process:**

6. Identify the knowledge and skills required for each stage of the process.
7. Identify human resources capacity for business continuity.
8. Identify resources required by people to adequately perform their jobs.
9. Analyse workspace and safe work requirement.
10. State job performance requirements.
11. Describe performance management measurement system.
12. Identifying opportunities for team members development.
13. Review remuneration, rewards and incentives to ensure equity.

**Evaluate the role of the Leader:**

14. Discuss the perceived difference between Leader and Manager.
15. Identify the key actions required by the Leader for effective performance of the team.
16. Identify the requirements for effective delegation and control of work activities.
17. Discuss different methods of dealing with conflict.
18. Identify methods of motivating the team.
19. Identify factors that influence retention and increase team engagement.
20. Identify the key elements of planning and time management.
21. Describe the communication process and apply effective strategies.
22. Implementing effective meetings.

**Determine the alignment between the outcome of your team and other teams:**

23. Identify key internal stakeholders.
24. Align your business process with that of other functions.
25. Identify cross-functional communication requirements.

**Evaluate the influence of the Business Environment**

26. Analyse external business influences on your business process.
27. Identify key business indicators.
28. Describe an escalation protocol and reporting requirements.

## Course Content Outline

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### Session 1

- Business process mapping.
- Elements of an effective process.
- Work Process control.

### Session 2

- Technology and the process.
- Effective use of technology for process performance.

### Session 3

- Process knowledge and skills requirement.
- Human resources capacity and process operation.
- Job task resource requirements.
- Workspace and safe work requirement.

### Session 4

- Job performance requirements.
- Performance management measurement system.
- Team members development.
- Remuneration, rewards and incentives.

### Session 5

- Leader versus Manager.
- Leadership and effective team performance.
- Effective delegation and control
- Conflict Management.
- Team motivation and engagement.

### Session 6

- Planning and time management.
- Effective communication.
- Effective meetings.

### Session 7

- Key internal stakeholders.
- Business process and cross-functional needs.
- Cross-functional communication

### Session 8

- External business influence.
- Key business indicators.
- Escalation protocol and reporting

## Assessment Criteria

In order to achieve Learning Outcome...	The Learner must...
<p><b>Describe the business process under his/her responsibility:</b></p> <ol style="list-style-type: none"> <li>1. Identify the steps in the business process.</li> <li>2. Identify the requirements for an effective process.</li> <li>3. Identify requirements for controlling the process.</li> </ol>	<ol style="list-style-type: none"> <li>1. Map out a work process, identify the inputs, outputs and control requirements.</li> </ol>
<p><b>Evaluate the available technology for an efficient business process:</b></p> <ol style="list-style-type: none"> <li>4. Identify opportunities to make effective use of technology in the process.</li> <li>5. Identify the requirements to make effective use of the technology.</li> </ol>	<ol style="list-style-type: none"> <li>1. Prepare a list of the required technology to support an efficient and effective work process.</li> </ol>
<p><b>Determine the people requirements to operate the business process:</b></p> <ol style="list-style-type: none"> <li>6. Identify the knowledge and skills required for each stage of the process.</li> <li>7. Identify human resources capacity for business continuity.</li> <li>8. Identify resources required by people to adequately perform their jobs.</li> <li>9. Analyse workspace and safe work requirement.</li> <li>10. State job performance requirements.</li> <li>11. Describe performance management measurement system.</li> <li>12. Identifying opportunities for team members development.</li> <li>13. Review remuneration, rewards and incentives to ensure equity.</li> </ol>	<ol style="list-style-type: none"> <li>1. Make a list of knowledge and skills required to operate the work process.</li> <li>2. Prepare a listing of staff with adequate quantity to have a well-manned process.</li> <li>3. Prepare a listing of the resources required by staff to operate the process effectively.</li> <li>4. Prepare a list of performance measurement criteria.</li> </ol>
<p><b>Evaluate the role of the Leader:</b></p> <ol style="list-style-type: none"> <li>14. Discuss the perceived difference between Leader and Manager.</li> <li>15. Identify the key actions required by the Leader for effective performance of the team.</li> <li>16. Identify the requirements for effective delegation and control of work activities.</li> </ol>	<ol style="list-style-type: none"> <li>1. Create a list of Team Ground Rules.</li> <li>2. Design a schedule of prioritised work activities.</li> </ol>

17. Discuss different methods of dealing with conflict. 18. Identify methods of motivating the team. 19. Identify factors that influence retention and increase team engagement. 20. Identify the key elements of planning and time management. 21. Describe the communication process and apply effective strategies. 22. Implementing effective meetings.	
<b>Determine the alignment between the outcome of your team and other teams:</b> 23. Identify key internal stakeholders. 24. Align your business process with that of other functions. 25. Identify cross-functional communication requirements.	1. List out key interfaces with other functions and prepare a communication plan.
<b>Evaluate the influence of the Business Environment</b> 26. Analyse external business influences on your business process. 27. Identify key business indicators. 28. Describe an escalation protocol and reporting requirements.	1. Perform a PESTLE analysis. 2. List out reporting requirements to key stakeholders.