



14th – 15th March 2019



Neelkanth Sarovar Premiere Hotel

The effectiveness of every organization lies in good management of resources especially the management of people. New leaders appointed in supervisory roles with middle management responsibilities have to learn how to manage people and drive performance. Given that a Supervisor is essentially both the manager of resources and leader of people, he / she has to continuously sharpen their skills by learning the modern management techniques that seek to empower them to manage in a complex and challenging work environment.

Course Content

The two (2) days course is intended to impart learners with the following techniques:

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| <ul style="list-style-type: none"> i. The supervisory context and holistic development ii. Self- awareness / emotional Intelligence iii. Management Paradigm Shift iv. Characteristics of modern management v. Contrast managing and leading vi. Building winning teams vii. Personality and impact on relationships viii. Understanding your own Leadership style ix. Resource mobilization and allocation x. <u>Motivating People</u> | <ul style="list-style-type: none"> xi. Managing time xii. Managing self and others xiii. Supervisor as a Counsellor, Coach and a mentor xiv. Performance management – getting results xv. Understanding the Zambian Culture and diversity xvi. Zambian Industrial Relations landscape – managing and interacting with Unions xvii. Highlights of the Zambian Labour Laws |
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Who is to attend

Managers, middle managers, newly appointed managers, supervisors, team leaders, human resource officers, administrative officers and anyone with the responsibility of managing people and resources.



K4,500 per person



For Reservations Contact :
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Course Objectives

- Understand the context within which they are supervising others and learn how to manage resources and people
- Understand that if you want to go fast, you go alone, but if you to go far you go as a team.
- Learn the art of building teams and achieve results
- Understand the paradigm shift in managing people and resources
- Delegate effectively and decisively
- Understand leadership and the influence it has on people
- Understand how to drive performance and meet targets as a supervisor
- Understand that if you want to grow the business – grow the people first
- Learn how to see Results in People and make everyone accountable