

Developing your Management Potential III

Aim

This workshop is designed to further assist managers in their role as developers and leaders of a department and/or company concentrating on further tools of measurement and methodologies. It works well as a follow up to its two predecessors. The focus in this workshop is on providing theories to improve vision and decision making.

About this Course...



To assist managers in their role as developers and leaders of a department and/or company concentrating on further tools of measurement and methodologies.

Who Should Attend this Course?

This course will benefit emerging and seasoned Supervisors, Managers, and Leaders.

Outcome

The learner walks away with the ability to use known frameworks to develop their management and leadership decision making. The managers are able to quantify and justify their decision making enabling more fruitful and collaborative solutions within the workplace.

| SAQA US ID | NQF LEVEL | CREDITS | US TITLE |
|------------|-----------|---------|---------------------------------------------------------|
| 242817 | 4 | 8 | Solve problems, make decisions, and implement solutions |

For SETA Accreditation, Developing Your Management Potential I, II and III have to be completed.

Duration: 1-Day

Content

The McKinsey Seven S Framework

- Understanding this framework and its terminology
- Working with this framework to analyse the full functionality of your company or department
- Practical examples of how to use the model beneficially and how to avoid the pitfalls

Using Scenario Planning to assist strategic decision making

- Understanding the what if and the possibilities
- Using the matrix to flesh out the possibilities
- Putting it into practice

The Balanced Scorecard

- The balanced scorecard as a performance measurement system
- Enabling the manager to get a rounded and balanced view of the organisation or department, measuring what counts
- Analysing various scorecards and identifying courses of action

The Service Profit Chain

- Enabling you to identify the drivers of profitability in a service environment, diagnose problems with customer retention and employee morale
- Identifying the course of action once diagnosis has been completed

The Fishikawa

- Using this drill down method to identify the root cause of problems
 - Finding a solution to combat the root cause
 - Putting it into practice
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