



Developing your Management Potential III

Course Outline



Your business outcomes are our priority. Proving impact in real time.

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

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

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

Duration: 1-Day

Content

Topic	Details
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

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)