

**Supervisors and Managers**

# Manager Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE

**MSD2948**

DELIVERY

**Online / Face-to-Face**

DURATION

**Flexible**

PREPARED FOR

**Organisation Approval**[Register for this Course](#)[View Online Course Page](#)

## Course Overview

Management is known as a form of art and a science. The key is making employees more efficient and productive while finding the correct way to do it. When preparing to manage one or a group of managers, you are preparing for them to be able to manage their own employees.

Every manager is a different personality type and learns differently. But with some helpful tools and tips, you can help them become great managers that will continue to grow and succeed with their new team

## Course Outcomes

It's been said that good management starts with good planning. As a manager, you can learn different ways to put plans into action that will help your other managers and employees work together and continue to grow.

- Welcome and orientate new managers
- Learn ways to successfully coach and mentor
- Learn ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers

# Course Outline / Curriculum

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## **Module One: Getting Started**

- Workshop Objectives

## **Module Two: Grooming a New Manager**

- Set Specific Goals
- Authority (What They Can and Can't Do)
- Create a Shared Vision
- The More They Learn, the More Responsibility They Get
- Case Study
- Module Two: Review Questions

## **Module Three: Coaching and Mentoring (I)**

- Writing Performance Reviews
- Provide Clear and Timely Feedback
- Praise in Public, Criticize in Private
- Make Sure Your Door is Always Open
- Case Study
- Module Three: Review Questions

## **Module Four: Coaching and Mentoring (II)**

- Offer Advice, Not the Solution
- Create a Supportive Environment
- Build Ownership
- Degree Feedback
- Case Study
- Module Four: Review Questions

## **Module Five: Measuring Performance**

- Staying Within Their Budget
- Setting Measurable Objectives
- Skip Level Feedback
- Collaborate on Criteria to be Evaluated
- Case Study
- Module Five: Review Questions

## **Module Six: Motivating Managers**

- Provide the Needed Resources
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Bonuses and Incentives

- Give Credit for Good Work
- Keep Them Challenged
- Case Study
- Module Six: Review Questions

### **Module Seven: Signs of Poor Management**

- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study
- Module Seven: Review Questions

### **Module Eight: Trust Your Team of Managers**

- Do Not Micromanage
- Promote Open and Honest Communication
- Reward Initiative
- Trust, But Verify
- Case Study
- Module Eight: Review Questions

### **Module Nine: When an Employee Complains About Their Manager**

- Keep the Information Confidential
- Gather Information from Both Sides
- Coach or Delegate the Solution
- Follow-up with the Manager or Employee
- Case Study
- Module Nine: Review Questions

### **Module Ten: When Do You Step In?**

- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study
- Module Ten: Review Questions

### **Module Eleven: Remember These Basic Qualities**

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Express Confidence in Their Abilities

- Practice What You Preach
- Have an Open Door
- Their Success is Your Success
- Case Study
- Module Eleven: Review Questions

### **Module Twelve: Wrapping Up**

- Words from the Wise

## **Target Audience**

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## **Key Course Benefits**

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### **Work-Ready Skills**

Delegates leave with practical tools, templates and methods they can apply immediately at work.

### **Better Institutional Results**

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

### **Sponsor-Friendly**

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

### **Professional Recognition**

Delegates receive training documentation and a certificate of completion after successful participation.

## Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

### Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa

Vic Falls, Zimbabwe

Livingstone, Zambia

### East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda

Kampala, Uganda

Nairobi,

Zanzibar, Tanzania

### West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana

Port Louis, Mauritius

### International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

### Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning

Remote Teams

Flex

### Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite

Custom Dates

Group Training

## Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

[Register / Apply Online](#)

[View Full Course Page](#)

## About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training

NGO Capacity Building

Corporate Workshops

Online Learning

Face-to-Face Training

Certifica

## Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

<b>Organisation / Department</b>	
<b>Delegate Name(s)</b>	
<b>Approved Course</b>	Manager Management
<b>Preferred Delivery Mode</b>	<input type="checkbox"/> Online <input type="checkbox"/> Face-to-Face <input type="checkbox"/> Organisation-Based Training
<b>Preferred Training Venue / Date</b>	
<b>Estimated Number of Delegates</b>	
<b>Budget / Vote Number</b>	
<b>Contact Person</b>	
<b>Email / Mobile</b>	

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Authorised Name

\_\_\_\_\_  
Signature / Stamp

\_\_\_\_\_  
Date