

People Management Skills in a technical environment Course Details

Department: Human Resources Management

Presented by Magna Skills Development Institute

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Course Summary

HR professionals in today's organizations are more than technical or subject matter experts. They are counselors, communicators, presenters, and problem solvers. This course is a logical continuation of the development made in our 'Interpersonal Skills for HR Professionals' course. Although the course complements the competencies developed in the first course, it will be of significant value even if taken on its own.

Course Objectives

- Explain the importance of Emotional Intelligence (EI) to HR professionals and apply simple techniques to develop their emotional quotients
- Deliver balanced and well structured public speeches with ease and confidence after learning how to deal with public speaking anxiety and subduing its effects
- Describe the differences between influencing and persuading and use best techniques in applying them in HR work related situations
- Apply effective creative problem solving techniques that will help them make the right decisions at work
- List the main differences between finance and accounting
- Use various budgeting techniques and apply them immediately in HR related scenarios

Course Outline

- Emotional intelligence (EI): the base for honing HR professional competencies
 - Definition of emotional intelligence
 - Self awareness and self management
 - The importance of EI for HR professionals
 - Developing EI competencies
 - Daily applications in the HR environment
- Public speeches and presentations
 - Purpose and objectives, different types
 - Structure of presentations
 - The three 's' rule
 - The skeleton of an effective speech
 - Powerful openings
 - Previews and transitions

- Substance or key points
 - Reviews and closing
- Supporting your speech
- Public speaking anxiety and how to deal with it
- Style of presenting
 - Body positioning, hand movement, eye contact, dress and appearance
 - Mannerisms, verbal tics, verbal variety and pauses
- Persuasion and influencing
 - Definition of persuasion and influencing
 - Steven Covey's circle of influence and circle of concern
 - HR application of persuasion and influencing
 - The different techniques of influence and persuasion
 - Use of techniques for different business and HR situations
- Creative problem solving and decision making
 - Scanning, analysis, responses and assessment
 - The problem solving cycle
 - Creative problem solving: methods and overcoming barriers
 - Link between problem solving and decision making
 - The 6 step process to decision making
- Understanding accounting & finance
 - Accounting versus finance
 - Accounting: recording and reporting
 - Finance: analysis and decision making
 - Understanding financial statements
 - Income statements, balance sheets and the cash flow statement
 - Performance measurement
 - Trend analysis
 - Common size financial statements
 - Techniques of operational budgeting
 - Importance of budgeting
 - Methods of budgeting
 - Incremental budgets
 - Zero based budgeting

- Participative budgeting
- Budgets as a control mechanism



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Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.