

Presents

Management, Communication and Leadership Strategies for the Emerging Business Environment

Fast Track Business Skills that will provide a Career GPS – strategies, skills, and working models designed to navigate the new corporate landscape.

1. Communication and Relationship Management – 13 September 2011 (IPET MNGT 2010 – 2012 101)
2. Management and Leadership Development – 20 September 2011 (IPET MNGT 2010 – 2012 102)
3. Business Communications (Written & Spoken) – 28 September 2011 (IPET MNGT 2010 – 2010 103)

In order to obtain accreditation delegates must attend all three courses.

3 CPD POINTS – Non-Engineers also welcome!!!!!!

Feedback from previous delegates:

"Good Fun" - Conrad Stark: Hatch

"A refresher course, good for dealing with people"- Rantoa Moeti: Vharanani Properties

"Relevant & to the point" - Rochelle Rajasakran: Goba

"Notes & videos are brilliant, can be used anytime, anywhere. Brings out the best in us" - Thembi Makhoba: Morula Resources.

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Immediate Past President
JHB Professional Speakers Association
Management/Leadership development

OVERVIEW

Over the past decade the general business environment can be best described as increasingly dynamic, uncertain, and complex. More workers have increased affluence, and increased education levels. This has prompted employees to demand more respect, recognition, and greater involvement in decisions and in determining their outputs.

In this emerging business environment, IQ and EQ are simply not enough. We need to embrace a new way of thinking – that for mankind to have survived, we all are inherently resilient. Seventy years ago, Maslow said only those societies that allow people to adapt and to improvise will survive. In today's environment we have to focus on CQ (Collaborative Intelligence).

We are witnessing large and small companies try to remake themselves into significantly better companies, and hence better competitors. The basic goal has always been the same. To make fundamental changes in how business is conducted in order to cope with a new, more challenging market environment. How do the successful companies turn this turbulence into an advantage?

This means a new kind of human being, the creative person, the self-trusting, and the autonomous person, the person who can make decisions, bounce back, and recover in harsh challenging situations. In other words, people who adapt and improvise in situations not previously faced. Manage and lead with AGILITY.

Who should attend?

Engineers and Non-Engineers who wish to change their thinking and communication style to change their lives. This course is sure to benefit all delegates, irrespective of experience or qualification.

Attendance of the 3 day course will enable participants to **obtain 3 Continuous Professional Development (CPD) credits for the retention of professional registration with the Engineering Council of South Africa (ECSA).**

COURSE LAYOUT AND METHODOLOGY

Day 1: Communication and Relationship Management – 13 September 2011

Day 2: Management and Leadership Development – 20 September 2011

Day 3: Business Communications (Written & Spoken) – 28 September 2011

Course Programme: 08H00 for 08H30 to 16H00

DAY 1: COMMUNICATION AND RELATIONSHIP MANAGEMENT

FAST TRACK YOUR CAREER BY BUILDING TRUST, UNDERSTANDING, AND INTERGITY AT ALL LEVELS

“People problems are usually Communication problems”

This inter-active, valuable workshop will demonstrate tangible returns by combining communication and relationship skills with your technical expertise.

Topics that will be addressed are:

1. What the communication process involves and your role in taking responsibility for becoming an effective competent and credible communicator.
2. Understanding your personality and how to behave in a “Smart” manner that
 - a. Reduces conflict, non-defensive behaviour.
 - b. Identifies why you go on the defensive
3. Learn how to combine assertiveness and listening in order to:
 - a. Apply skills and four step techniques (case studies) to resolve conflict,
 - b. Solve problems
 - c. Take control of situations previously controlling you.
4. Communicate to say it right first time and improvise with agility in situations that have not existed previously.

Current Communication and Relationship Issues:

The purpose of communication is persuasion. All too often the goal is shared values but perhaps not shared information. This infers that communication becomes a strategy of power, a model of “winning friends and influencing people”.

The idea is that the purpose of every communication is to build rapport, effective, and harmonious communication. Studies have shown that highly successful people share the ability to develop personal and professional relationships.

Research on human personality suggests that healthy individuals need to be treated with respect. They have a fundamental need to feel competent and independent, as they effectively pursue goals which have been effectively communicated, and to which they are then committed. In the business world this means we must actively become aware of each other’s values, needs, and reasons for behaviour. This requires on-going use of inter-active relationship and communication skills

We all communicate up to a point – up to a point where our habits set in, this workshop will help to jumpstart past habits and on to progress

The Solution:

We need to change the way we are communicating by working in an environment where the individual is able to tap into their unique talents, and to use their experience and sound common sense to unleash uncommon results. At all levels they must be **encouraged to take responsibility** for effective communication.

Communication is the **soul of business**: analysis and solid decisions translated into clear messages that influence people to act and feel good about their performance.

You will start to see results by the responses you get. Effective communication and relationship building involves the messages you send as well as those you receive – what you say, what you hear, and what each of you **thinks the other said and heard. Failure to communicate is the frustration in all businesses.**

All human relationships – personal and professional depend on our communication skills.

DAY 2: MANAGEMENT AND LEADERSHIP DEVELOPMENT

Today are most companies over led and under managed? Where have all the managers gone?

Managing and Leading starts with yourself! Start to move your 2011 career forward, by defining the differences between managing and leading, with the clear understanding that every employee can and should be trained to be a manager and a leader.

Topics that will be addressed are:

1. Identify the major differences:
 - a. Competencies to manage
 - b. Characteristics required of a leader
 - c. How to identify future leaders and managers
2. Introduce the basic leadership behaviour model
 - a. How to interact with individuals at all levels
 - b. When to adapt your style to the situation and maturity levels
3. Chart the delegation process and identify appropriate tasks for delegation
 - a. Write the two-way contract
4. Explore the eight steps to successfully manage change
5. Chart the three components of the Empowerment model

The Management/ Leadership Debate:

Today many companies are under managed and over led. By the excessive promotion of leadership, we demote everyone else. In this light, effective managing can be seen as engaging and engaged, connecting and connected, supporting and supported Management and leadership are two sides of the *same coin*. Leadership without management is disconnected, because if you lead without managing, you don't know what's going on.

Business is currently facing many conundrums. To lead or to manage, to focus on the individual performance or team performance, to fire fight or to fire prevent?

Ever since the distinction was made between leadership and management- leadership somehow being portrayed as the important stuff and management being of secondary importance – attention has focused on leadership.

You only have to trawl through the business section of your favourite bookstore to see that 85% of topics and titles relate to leadership. Management's importance is under emphasized and often seen as the less- glamorous administrative counterpart to leadership.

Solution to the debate:

The IBM web site global/leading illustrates *The Individual Management Model* which clearly defines how every employee, no matter what their job function or title, would be able to operate at maximum efficiency by apportioning their time between the following three activities.

- a) **Leading** others by setting direction, giving encouragement, or modelling the way.
- b) **Managing** business and people processes by planning, organizing, directing, and controlling work activities.
- c) **Doing** the technical, vocational, or administrative work themselves.

If we are to assume that in our daily lives managing and leading are perfectly natural acts, then are we wasting time trying to create great managers and leaders?

Definitely not! The training room is a wonderful place to enhance the comprehensions and competencies of people especially when it draws on their own natural experiences. The training must provide self assessments, team discussions and activities, which will enable the participants to share life and work experiences, to learn and understand what others think and feel, and to build solid lasting colleague/client relationships.

Development programs must be designed and facilitated to help managers experience life changing moments of their experience, by reflecting on it personally and with colleagues.

These interventions, in order to have lasting impact, need to be:

Meaningful – Self awareness assessments, using sound common sense combined with experience, contain relevant content understood by all, and easy to transfer to the rest of the team

Motivational – Learning to listen for mutual understanding, how to collaborate, and to show empathy. Appreciating and applying the enormous value of reward and recognition.

Memorable - Combine interesting and challenging new concepts, with company culture and global appreciation when designing business models.

To be a successful manager and leader, maybe you don't have to be wonderful so much as more or less emotionally healthy and definitely clearheaded.

DAY 3: BUSINESS COMMUNICATION SKILLS (WRITTEN & SPOKEN)

TALK and WRITE Your Way up the Career Ladder

The formula to success is not necessarily all competence and knowledge. The formula is part knowledge and the rest the ability to articulate or write with competence.

This practical workshop will provide the skills and techniques to communicate with impact and influence

Topics that will be addressed are:

1. A guide to business grammar, how to structure writing and speaking using the “Inverted Pyramid” style.
2. Plan your purpose and outcome and measure for clarity and conciseness.
3. Structure a basic “working model’ for presentations, design visual aids that memorable and meaningful.
4. Develop your credibility and deliver with personal style and passion.

Current communication issues:

Whether a valid or invalid measure, the lack of communication skills tags people as being less competent, less attractive, and less qualified to be effective.

All the outstanding leaders in business, industry, and government – in fact in all fields, are excellent communicators. We can reasonably assume that several times in our lives our ability to write or speak will make a difference in the advancement of our careers. Communication is the soul of business: analysis and solid decisions translated into clear messages that influence people.

Solutions:

By incorporating successful and transparent communications you reap the benefits of efficiency and higher productivity. By implementing the skills and tips you will become more confident and aware of your responses and how others respond to you. Learn to be credible and to demonstrate that you are acting and communicating in good faith. In your written and spoken communications have a clear and outcome. If this communicated clearly and concisely you stand a good chance of achieving your goals.

THE PRESENTER: Marlene Ward

Marlene is one of the foremost facilitators in providing Communication Management and Leadership development programmes. After more than 3 decades with IBM South Africa, of which 15 were in Employee Development – she started her own consultancy.

For over 30 years she has spoken and trained at numerous seminars and conferences. Marlene regularly attends and presents at overseas conferences and her achievements include accreditation in Advanced Training Skills, and Advanced Communication and Leadership skills. In 1992 she became a Distinguished Toastmaster.

“Who’s Who of Professionals” has featured her since 1995 highlighting her outstanding achievements in the fields of endeavour and contributions to the betterment of contemporary society. Marlene is also involved with the Return to Roots Foundation for dealing with rape prevention and abuse of women.

In 2005 she became a founder member of the Professional Speakers Association, and is a Past President of the Johannesburg Chapter of the PSASA. She is also a member of the International Association of Facilitators and is a preferred supplier for IBM. She is a trainer, speaker and author.

As a Senior Trainer for an International Seminar Group, she regularly conducts training programs throughout Southern Africa, and the Middle East.

COST

The usual price is R6995.00 per delegate. SAICE has negotiated a special price.

The cost of the course is R4 000, 00 per delegate for SAICE Members, and R4 500, 00 per delegate for Non-SAICE Members. Lunch, snacks & refreshments included.

PAYMENT

Payment must accompany the registration form and can be made, as follows:

- Payment directly into the Standard Bank Account Number 023014091, Rivonia Branch, Branch Code: 001255, Account Name: SAICE
- Please email proof of payment and registration form to pbthoka@gmail.com (Branch Treasurer).

Terms and Conditions

ADMISSION CONDITIONS: Pre-payment is required. No booking will be confirmed without proof of payment. The registration form must be sent together with the proof of payment. Please note: No delegates will be allowed to the event without proof of payment.

CANCELLATION POLICY: The full fee is payable if cancelled less than five (5) working days prior to the event. Delegates registering after the cancellation date are also liable for the full fee should they cancel. Please ensure that you receive a cancellation fax. Delegates who make a booking but do not attend will be liable for the full fee. Substitute delegates are welcome but names must be advised beforehand. An administration fee of 10% is charged in the event of cancellation. SAICE reserves the right to cancel the course in the event of unforeseen circumstances.

NB: In order to obtain accreditation delegates must attend all three courses

REGISTRATION FORM

Course: Management, Leadership & Communication Skills for the Emerging Business Environment

SAICE Members R4000
Non-members R4500

Day 1: Communication and Relationship Management – 13 September 2011

Day 2: Management and Leadership Development – 20 September 2011

Day 3: Business Communications (Written & Spoken) – 28 September 2011

Venue: SAICE House

Block 19
Thornhill Office Park,
Bekker Street
Vorna Valley X21
MIDRAND
Tel (011) 805-5947/48/53

YOUR DETAILS

Title			
First Name		Surname	
Company		Division/Dept	
VAT Number		Company Postal Address	
		Code	
Telephone No.		Cell No.	
Fax No.		E-mail	
Special Dietary Requirements			

FEES

SAICE Members: R4 000.00 (VAT included) Non-Members: R4500.00 (VAT included)

PAYMENT

I have deposited the amount of R _____ into SAICE's Account (details below)
Deposit slips confirming payment must be scanned and emailed to pbthoka@gmail.com together with your Registration Form: Please indicate clearly on the deposit slip for whom the booking/s is as well as the invoice number.

Deposit: STANDARD BANK, Rivonia | Account Name: SAICE | Account Number: 023014091 | Branch code: 001255

SPECIAL CONDITIONS: PRE-PAYMENT is required
CANCELLATION POLICY: The full fee is payable if cancelled less than 5 working days prior to the event. Delegates registering after the cancellation date are also liable for the full fee should they cancel. Please ensure that you receive a cancellation fax. Delegates who make a booking but do not attend will be liable for the full fee. Substitute delegates are welcome but names must be advised beforehand.
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Name and Surname of person responsible for payment of Account:

Signature of person responsible for account:		Date:	
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Signature of delegate:		Date:	
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I am personally responsible for full payment of these fees in the event that my company/department does not pay them.

Enquiries can be made on Tel: Ms Lorato Ntsie 078 814 4624 (alternatively <mailto:loratontsie@gmail.com>)