

# THE MANAGER'S TOOLKIT

CAUDAN ARTS CENTRE

Date: 18 - 19 May 2023

In today's era, Management Skills are critical for people leading teams whether they are Managers, Team Leaders or Supervisors. The Manager's Toolkit is a practical training programme that will provide you with an excellent foundation for the skills set and behaviours required to be an outstanding manager and team leader in today's challenging work environment. The Manager's Toolkit is designed to equip talented young professionals to push their potential to be ready to take on greater responsibilities and exciting new challenges

## COURSE OUTLINE:

Managing v/s Leading  
Achieving goals through people  
Effective time management  
Communicating effectively  
The art of delegation

Employee recognition & motivation  
Conflict management & resolution  
Performing & solving problems as a team  
Running effective meetings  
Proactive approach to managing performance

## COURSE OBJECTIVES:

Understand fundamentals of effective management  
Communicate assertively and effectively with your team  
Differentiate between managing and leading people  
Learn how to manage and resolve conflicts  
Understand how to set and achieve goals  
Learn how to conduct team meetings effectively  
Improve efficiency of your team at work  
Learn techniques to manage performance

## TRAINING METHODOLOGY:

Interactive and participatory, including presentations and facilitation by the trainer, group exercises, roundtable discussions, video clips, case studies and debriefing. Participants will gain both theoretical and practical knowledge of the topics. The emphasis will be on the practical application of the topics and, as a result, participants will go back to the workplace with both the ability and the confidence to apply the techniques learned to their duties

## WHO SHOULD ATTEND:

Managers  
Team leaders  
Supervisors  
Any person managing teams

## TRAINER:



Dianne Lubbe is a qualified OD ETD Practitioner, with 20 years Business Management and Training & Development experience. She is passionate about fostering a culture of learning, that is meaningful and directed towards achieving both organizational & individual goals and objectives.

Dianne is registered as facilitator, assessor and moderator with the W&R, Services and ETDP SETA's. As a qualified and well experienced practitioner, Dianne has worked with clients in a variety of industries including business services, organizational training and development and the wholesale and retail sector. Areas of expertise include Skills Development Facilitation, Development and Alignment of training material, facilitation of learning, assessment & moderation, provider accreditation and coaching & mentoring



Amaresh Ramlugan is an entrepreneur, a trainer and an executive coach. A seasoned professional with over 20 years' work experience, his prior roles include Head of Marketing & Corporate Affairs, Barclays Bank and Head of Marketing & Communications, State Bank of Mauritius.

Amaresh is currently CEO of The Concreate Agency (tca.mu), a leading full-service marketing communications agency and director CLCL. He holds an MPhil in Management Coaching as well as an MPhil in Development Finance from the University of Stellenbosch Business School

## FEES AND REFUND:

Rs 20,000 per participant. Course is MQA approved and company sponsored participants can get a refund up to 75% from HRDC

Fees include lunch and tea breaks for both days

## CONTACT US:

T: 465 02 88 / 5706 6741  
E: director@clcl.mu / training@clcl.mu  
W: www.clcl.mu