



**CORPORATE  
LEADERSHIP  
CENTER**



# THE MANAGER'S TOOLKIT

**VENUE:** VOILA HOTEL, BAGATELLE | **DATE:** 4<sup>th</sup> & 5<sup>th</sup> DECEMBER 2023

## **COURSE DETAILS:**

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 2-day 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

## **EXPECTED OUTCOME:**

- By the end of the course, participants will be able to:
- Understand fundamentals of effective management
  - Communicate assertively and effectively with their 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 their team at work
  - Learn techniques to manage performance

## **FEES AND REFUND**

Rs 20,000 per participant. Course is MQA approved and company sponsored participants can get a refund of up to 75% from HRDC. Fees include lunch, tea breaks and training materials.

## **TARGET AUDIENCE:**

Manager's, Team leaders, Supervisors and any person managing team.

## **TRAINING METHODOLOGY:**

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



### **TRAINER: AMARESH RAMLUGAN**

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



### **TRAINER: DIANNE LUBBE**

Dianne Lubbe is a qualified OD ETD Practitioner, Life Coach, and Certified Emotional Intelligence Practitioner with over 20 years of Business Management and Training & Development experience. She is also qualified as a facilitator, assessor, and moderator. Dianne has worked with clients in spanning a variety of industries. Dianne is passionate about fostering a learning culture that is meaningful, relevant, and directed toward achieving both organisational and individual goals and objectives. She has extensive experience in all aspects of starting up and running small businesses as well as experience in operations and general management having held senior management positions, as Managing Member/Director, National Training Manager, and Regional Manager.

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