



## The Manager and Key Result Areas

Duration: One day

Time: 9am – 4pm

For: Managers and Supervisors

### PROGRAM OBJECTIVES

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At the end of the workshop, managers will go back to their departments or sections:

1. Understanding fully the role they must play daily in communicating with their direct reports and peers.
2. Accepting that they are accountable for their own actions.
3. Accepting that they are responsible for inculcating in their direct reports that they are accountable for doing their job right first time, adhering to the rules, and not preventing others from doing their job.
4. Using the strategies identified for promoting and maintaining the standards of the company; understanding clearly the reasons why they must follow through on promises and work-related activities.
5. Understanding why discipline is a managerial technique that must be used when direct reports break the company's rules and procedures.

### METHODOLOGY

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Workshop consists of lecture/discussions, visual aids, individual and group activities.

### CONTENT DOMAIN

#### Traditional Communication Strategies

- ✚ Definitional Issues
- ✚ Communication to persuade and influence
- ✚ Identifying the communication lifeline that permits organizations to function

#### Informal Communication Channels

- ✚ Management By Wandering Around
- ✚ The Grapevine

#### The Manager's Role in Promoting and Maintaining Standards

- ✚ Briefing
- ✚ Observing
- ✚ Reviewing

#### Improving Employee Performance

- ✚ Coaching
- ✚ Feedback
- ✚ Counseling
- ✚ Discipline

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