



LOGISTICS



Management

&



Skills Development

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OVERVIEW:

Unlocking Excellence in Logistics

Enhance your skills and expertise in the dynamic field of logistics management with our comprehensive training courses. Whether you're a beginner looking to enter the industry or a seasoned professional aiming to stay ahead, our courses provide a deep understanding of the principles, strategies, and technologies that drive efficient and effective supply chain operations.

Key Benefits:

- Acquire a solid foundation in logistics and supply chain management.
- Stay up to date with the latest industry trends and best practices.
- Develop essential skills for optimizing supply chain operations.
- Learn to mitigate risks and handle complex logistics challenges.
- Enhance your career prospects in a rapidly evolving field.

Why Choose Us:

- Experienced and Industry-Recognised Instructors
- Practical and Hands-on Learning Approach
- Interactive Workshops and Simulations
- Networking Opportunities with Fellow Professionals
- Customizable Training Solutions for Corporates



Who Should Attend?

- Professionals in Logistics, Supply Chain, and Operations
- Managers and Executives Seeking to Upgrade Their Skills
- Graduates Interested in Pursuing a Career in Logistics
- Entrepreneurs Looking to Optimize Their Supply Chain
- Drivers Seeking to Better Their Skills





BUSINESS MANAGEMENT COURSES

EMERGING SUPERVISORY NQF 4 CREDITS 35

Supervisors are responsible for guiding employees and making sure that they complete tasks, assisting customers and meeting deadlines. To become an effective supervisor, you must learn to communicate, solve problems and motivate staff where needed.

Our emerging supervisory course will equip you with the skills to supervise staff proactively within the logistics sector. Learn to communicate with employees and address work efficiency issues as they arise. You will also learn how to improve productivity within your unit.

This training program lays the foundation for the development of management qualifications across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers

The training introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. It has also been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning.

Course Content

Module 1: Leadership Management

Explaining the concept of leadership.

Differentiating between the concepts of leadership and management

Applying leadership techniques to individuals and teams within the work context

Evaluating the impact of leadership techniques applied.



Module 2: Motivate and Build a Team

Explaining the importance of motivating a team

Demonstrating an understanding of self and team members in a workplace.

Applying theories of motivation and group dynamics.

Implementing a plan of action to strengthen a team.

Providing feedback and recognising achievements.

Module 3: Prioritise Time And Work For Self And Team

Creating, implementing and maintaining a personal and team task list.

Using and maintaining a diary.

Prioritising personal and team tasks.

Implementing and maintaining a task list.

Module 4: Solve Problems, Make Decisions And Implement Solutions

Defining a problem.

Investigating the problem.

Generating problem solutions.

Implementing problem solution.

Evaluating the effectiveness of the solution.



BUSINESS ACUMEN

Description

Business Acumen is all about observing the big picture as well as recognizing that all decisions no matter how small can have an influence on the bottom line. Business Acumen is an advantage that everyone wishes they have. It gives the business the competitive edge that is required for growth.

Business Acumen has the skill to impact the entire business, as well as supply that further advantage which will lead to achievements.

Learning outcomes

- Describe the concept of strategic planning in managing business performance
- Explain the role of the various functional strategies in business performance
- Apply business performance supervision and monitoring
- Monitor, measure and report on business performance
- Identify and rectify performance problems occurring in business



Understand The Impact Of Customer Service On The Business

Description

This course is intended to effectively interact with customers to the benefit of the business.

Learning outcomes

- Explain the relationship between the business and the customer.
- Two types of customer can be identified and defined.
- The importance of the customer to the business can be explained.
- The role of the business in meeting the customer`s needs can be described.
- The role of the individual as a team member in meeting customer needs is identified and demonstrated.
- The chain of customer service is understood and described.
- "Moments of truth" (Importance of every contact with clients/customers) are understood and explained.
- The learner can understand and explain their role in the chain and the `moments of truth".
- Define and provide customer satisfaction.
- The standards and values set for customers are defined and explained.



- The needs and expectations of customer satisfaction are defined and explained.
- The role of the learner in meeting the needs and expectations of customers is explained.
- The threat from competition is understood and explained.
- Personal performance against set standards and values is measured.
- Demonstrate the ability to effectively handle problems that would lead to customer dissatisfaction.
- Problems are identified at an initial stage.
- Appropriate action is taken to resolve the problems.
- Personal problem solving abilities are assessed.
- Methods to help in personal problem solving are developed.
- Display acceptable behaviour when interacting with customers.
- Customer reaction to difficult situations is acknowledged.
- Customer complaints are addressed sensitively and courteously.
- The learner`s role as the organization`s representative is accepted and embraced.
- Act according to level of responsibility/authority; according to accepted norms and values
- Follow up action is taken by the learner to ensure the customer complaint is addressed,





Attention To Detail

Description

The degree of accuracy, thoroughness and attention to detail at work are identified. Increased performance of work duties and responsibilities are identified. Employee's tasks are completed with a minimum of errors. Employee maintains an acceptable level of capability, skill, and thoroughness in effectively accomplishing assigned duties and responsibilities. Establish methods for improving and promoting quality. Employees monitor their own work to ensure quality and apply feedback to improve performance. Employee meets productivity standards and strives to increase productivity. Employee shows concern for quality of work tasks.

Learning outcomes

- Identifying the importance of awareness of an individual's abilities and work preference.
- Explaining the importance of defining what responsibilities lie within an individual's scope.
- Plan work activities in a way that maximises the use of employees, taking individual preferences and abilities into account.
- Communicate work objectives and standards of performance to staff in a way that each staff member understands.
- Encourage individual, staff members to seek clarification of work activities and make contributions where appropriate.
- Identify potential challenges with suppliers, staff and equipment and develop contingency plans.



Disciplinary Hearings

Organisations have costly compensation orders from the CCMA due to Line Managers and HR staff not complying with legislation regarding disciplinary matters. This comprehensive course gives detailed insight into discipline in the workplace. This course will teach line managers how to effectively chair a disciplinary hearing. Complacency, inconsistency and turning “a blind eye” by management is some of the pitfalls to discipline companies often experience. These factors often lead to the lowering of disciplinary rules and standards in organisations. This course gives a practical hands-on approach for dealing with discipline in the workplace. How to conduct disciplinary hearings in line with the principles of fairness and equity as envisaged by the Labour Relations Act is covered. Misconduct issues of absenteeism, intoxication on duty, theft and many other issues of misconduct are dealt with from the perspective of relevant case law and codes of good practice

Description

Module 1

Misconduct in the workplace

This module focuses on various instances of misconduct in the workplace and how to handle these effectively. Misconduct issues of absenteeism, intoxication on duty, sexual harassment, poor time keeping, theft, insubordination and many other forms of misconduct are dealt with. Case studies and relevant case law are used as examples of how to correctly deal with various misconduct offences.

Module outline

- Misconduct in the Labour Relations Act



- Understanding various offences of misconduct in the workplace including: absenteeism; being under the influence of alcohol; sexual harassment; theft; damage to company property; insubordination, poor time keeping and many other forms of misconduct
- Look at various case studies regarding the various forms of misconduct and how to deal with them appropriately
- How to address and deal with the misconduct before it becomes serious
- Verbal warnings, written warnings and final written warnings
- The company disciplinary code, ensuring employees are familiar with it
- Setting clear rules and guidelines for employee behaviour
- Overview of relevant case law
- Relevant sections of labour legislation
- Codes of good practice

Module 2

The Law of Evidence and Disciplinary Investigations

Module Outline

- Understanding the principles of the law of evidence
- Applying the principles of the law of evidence
- Evidence that is admissible and inadmissible evidence
- Cross examination techniques
- Rules of case presentation, evidence, examination and cross examination
- Overview of relevant case law
- Relevant sections of labour legislation
- Codes of good practice
- Gathering information



- Collating the information in date order
- Evaluating the evidence

Module 3

Conducting a Disciplinary Hearing – Fair Procedure

This module enables delegates to conduct proper disciplinary hearings and to administer disciplinary principles in a fair and consistent manner. It will lead delegates through the required procedural and substantive aspects pertaining to disciplinary action.

Module outline

- How to draft the charge sheet / notice to attend a hearing
- Understand all fairness and equity principles
- Create a better understanding of required procedures during hearings
- Preparation for the hearing
- Procedure and conduct during the disciplinary hearing
- Procedure and conduct during the appeal hearing
- Be able to prepare for such hearings
- Understanding and complying with the duty to keep record
- Chairing the hearing
- Conducting and managing the hearing.
- Implement procedure to handle non-dismissible offences.
- Hear pleadings.
- Take a decision as to sanction.
- Inform employee of and record decisions.



- Ensure that proceedings and decisions are recorded

Employee Disciplinary Hearings

Description

The course is intended for employer/employee who investigate and carry out disciplinary hearings. On successful completion of the course learners will be able to differentiate between the different types of incidents, investigate the incident, decide on whether an enquiry is necessary, hold enquiries, decide on the nature of the disciplinary action to take and take the action within organisational timeframes and following organisation policies and procedures.

After completion of the course, the learner will be able to:

- Explain organisational and legal policies, procedures for instituting disciplinary action.
- Investigate the allegation.
- Prepare for a hearing.
- Conduct a disciplinary hearing.
- Employee rights when involved in a hearing.
- Organisational procedures for recording details of the hearing.
- Employee rights regarding appeals.



Disaster Management

Description

The course will enable disaster risk management practitioners and related role-players to improve professionalism and enhance the quality and effectiveness of services by being able to identify and describe disaster related risks and threatening situations utilizing basic disaster management concepts and indigenous knowledge.

The learner credited with this unit standard is able to:

- Define and explain concepts related to disaster risk management.
- Describe and compare hazards and conditions of vulnerabilities in a specific environment.
- Identify local capacity to deal with hazards and vulnerabilities.

Learners who have achieved this unit standard will increase their opportunities for further development and employability within the disaster risk management environment.



Risk Management

Description

Organisations use risk management strategies and tools to protect vital assets. This course will lead you to a greater understanding of monitoring, assessing and managing risk.

All organisations face uncertainty and risk. From uncertainty about economic indicators to concerns about safety and the organisation's ability to retain client support, managing a range of risks is required for both survival and success in business.

Every business big or small can use risk management strategies and tools to protect vital assets. This course will lead you to a greater understanding of monitoring, assessing and managing risk.

By attending this course, delegates will be able to:

- Explain the concept of risk with reference to accepted theory and practice
- Explain the role of organisational policies and procedures in relation to risk management
- Identify and document potential risk factors for critical processes
- Determine the priorities resulting from the impact analysis and document it for implementation in the event of the risk materialising
- Develop and document contingency plans in accordance with the entity's policies and procedures
- Test contingency plans in accordance with the entity's risk management procedures
- Document recommendations on improvements to the contingency plan
- Revise contingency plans to incorporate recommendations from the testing in accordance with the entity's policies and procedures



Course Content

Module 1: Understanding of potential risks to a unit

- The concept of risk and why it can be detrimental to success.
- Risk factors in a unit that can affect performance.
- The role of policies and procedures in the work area.

Module 2: Identifying risks and impact

- How risks to critical processes can affect outcomes
- Risk scenarios in your business
- Impact assessment and awareness

Module 3: Developing contingency plans

- Creating a risk assessment plan
- Looking at contingency strategies
- Communicating plans to stakeholders
- Distribute contingency plans and store it in accordance with the entity's risk management procedures

Module 4: Testing and revising contingency plans

- Test your contingency plans in accordance with the entity's standards.



- Document recommendations on improvements to the contingency plans in relation to the findings of the testing.

Management Skills for Effective Managers

Managers are often promoted due to their quality of work, not necessarily due to their ability to manage and motivate staff. This leaves new managers on their own to discover how to manage an often challenging group of people. These new management skills are generally learnt through trial and error, leading to a challenging “teething period” which results in lower productivity, costly mistakes and the loss of valuable staff. The Management Skills for Effective Managers course is a valuable introduction to managing staff and will cover the 10 areas any manager needs to address to become more effective in their position.

The course will assist to improve your leadership style, motivate your staff, handle conflict smoothly, delegate tasks effectively, discipline poor performance and improve the performance of your team.

Course Content

- Getting to grips with all the tasks of being a manager
- Examining different management styles needed for many different situations
- Understanding leading vs managing people
- Knowing how to motivate a team of people effectively
- Developing and growing your people
- Handling conflicts and personality clashes fittingly
- Mastering delegation and control
- Delivering discipline and criticism in a way that will build a successful team
- Optimising the time you spend on managing people
- Conducting performance reviews that enhance your team and motivates them to perform



Leadership Management

The leadership training course was created because a team's success (or failure) rests squarely on the shoulders of its **management**. When a football team fails to perform, it is always the coach that gets the blame. The same is true for managers.

Your team needs to be 100% behind you in order for them (and for you) to excel. And to do this, you need to lead them. Your team has to want to follow you. People need to **buy-in and trust completely** in you and your management style and have absolute faith in your ability to lead them to success.

The **leadership training course** is facilitated with our best management consultant, who will provide you with a series of skills, techniques and suggestions on how to be the inspirational leader people want to follow. You will learn how to keep your team on task and achieving the goals you set for them in such a way that they want to support and work hard for you. Learn the techniques to become more inspirational, more encouraging, more directive and more persuasive and above all respected for who you are and not just for your job title.

Course Content

- Discover or refresh the passion for leading, motivating and coaching people
- Discover the steps that “Great Managers” take to make their work atmosphere open, trusting, innovative and productive
- Create the drive within each team member to succeed in their individual roles whilst working seamlessly as a unit
- Realise what rewards work for which individuals and strive to put together and follow a mutually agreed productivity plan
- Initiate everyday techniques that will make their staff interactions more memorable, effective, and motivational



- Make small but impactful improvements to the way they communicate with their staff especially when they need to criticise, discipline, or even praise a team member

Managing A Diverse Team

Introverted people are not necessarily shy. It is a myth that needs to be debunked at the outset. Introverts often **draw energy** from ideas or **one-on-one** interactions and can be highly successful managing people.

They process information internally, keep personal matters private, and avoid showing too much emotion. In a team environment, the introvert is usually the **calming factor** the person who listens and often the person who dispenses sound advice and makes well thought-out decisions. But what happens when an introvert gets promoted?

If you have a diverse team, meeting strict targets which form a part of your role, then this course is for you! You will learn how to handle a team in difficult and easy conditions, how to force yourself out of your comfort zone when you need to, but most of all how to harness the skills you and your personality and team bring to the job in order, productivity and to get the team's buy-in and support. Some of the best managers in the world have use diversity management – it is how they manage using diversity that sets them apart.

Course Content

- Learn to manage a diverse team of personalities, driving results and elevating their status effectively and confidently through success
- Become more proficient in communicating clearly and confidently with staff and colleagues
- Learn some simple, easy to follow techniques to deal immediately and effectively with challenging staff situations and conflict
- Developing specialised and unique management style that drives performance and garners buy-in from the team
- Find opportunities to show worth and ensure accomplishments are not overlooked



- Leverage listening skills in a team environment to make decisions and decide on team direction

Effective Team Leadership using Emotional Intelligence (EQ)

Emotional intelligence (EQ) in a leader and manager is the ability to manage your own **emotions**, and recognise the emotional needs of your team and manage them accordingly. It is also a vital part of Leadership Development within any organisation.

Emotionally intelligent managers are able to deal with difficult employees, a demanding boss, rapid changes in the workplace and unexpected problems while keeping a level head and a self-confident attitude.

Effective Team Leadership using Emotional Intelligence (EQ) course will equip all who attend with surprisingly simple, yet effective ways to deal competently with current and future issues in the workplace. You will discover your current level of EQ, and receive techniques for managing staff in an EQ astute manner.

Course Content

- Defining and understanding EQ, emotional competence and their impact on leadership and motivation
- Discovering the 6 cornerstones of emotional competence and how to use this framework to assess your own emotional intelligence
- Using EQ to communicate intelligently and assertively
- Building intelligent relationships – using EQ for managing conflict, team performance and managing generation or culture gaps



- Gaining practical ways to use EQ to motivate and drive a team or an organisation's performance
- Becoming the champion driving the development of an emotionally intelligent organisation



People Management & Problem Solving Skills

Developing great people management skills is one of the most difficult aspects of being a manager. **Sensitive issues** arise almost daily, and the way you deal with these situations dictate the mood of your department or team.

In many cases, an issue can easily “blow up” and lead to tension in the workplace, uncooperative staff, the resignation of valuable employees or even CCMA cases, Union action and strikes.

To gain your staff’s respect, buy-in and the approval of senior management, you need to solve people problems quickly, sensitively and professionally – without having to always resort to formal disciplinary procedures.

People Management and Problem Solving Skills programme packed with essential people management techniques, will assist you with even the most awkward or challenging people related situations.

Course Content

- Assessing the characteristics of great people managers
- Adopting the characteristics of great people managers to gain credibility and respect
- Preventing volatile situations from cropping up
- Facilitating a harmonious working environment by handling problems informally, as and when they arise
- Exploring the best possible ways of solving sensitive issues
- Disciplining members of your team and understanding the disciplinary process
- Improving your current interpersonal business communication skills
- Avoiding unproductive management behaviours
- Implementing ways to monitor your performance as an effective people manager



Management and Leadership Programme

Leadership and management is all about managing, leading, inspiring, motivating and disciplining a team. If done poorly, the spiraling effects can result in a decline in team performance, stress for the manager, and possibly the loss of star performers.

All the added **responsibilities and the pressure** of having to achieve results through others can leave managers feeling overwhelmed and stressed.

The **Management and Leadership Programme** will help you to understand and master the managerial role and pave the way for you to mature into a great leader within your organisation.

Course Content

- Managing your workload while directing your team. Understanding how work time should be best spent
- Understanding the role emotional intelligence and culture in managing people
- Developing assertiveness and conflict resolution skills
- Learning the importance of clear communication
- Motivating your team to perform as a tight-knit unit
- Using analytical thinking for problem-solving and decision making
- Using delegation as a tool to manage and motivate staff
- Coaching and managing performance
- Differentiating between the leadership and management process



The 5 Day Management Programme

This comprehensive **cutting-edge** management programme will cover the key management, financial and business success areas that managers need to know. The programme will deliver several proven management skills and techniques to help you become the complete all-round manager.

If you are a new or existing manager, you will benefit by sharing and solving the various challenges that you face when managing your people, departments, and your own workloads.

The **5 Day Management Programme** will clearly demonstrate how to use proven management techniques to consistently achieve success in any form of management position and prepare you to tackle the challenges inherent in achieving success in an ever-changing business environment.

Course Content

- **Module 1 and 2:** Discovering a “toolbox” of proven people management and self-management skills and techniques to help managers survive and succeed
- **Module 3:** Mastering business etiquette and cultural diversity to build awareness of and sensitivity to cultural differences, and leaving a lasting impression of professionalism at all business engagements
- **Module 4:** Decoding the language of finance and accounts and applying this knowledge to reading and understanding financial reports
- **Module 5:** Identifying the key performance management techniques that will help you manage your staff in a way that results in a willing and results-driven team



Time Management Skills & Maximise Productivity

Truly effective time management starts with a **commitment to change**. You need to assess how and where you currently spend your time and then plan a more effective way of operating. One of the biggest secrets to successful time management is to do thorough planning and then protect your plan!

Even if you have demands placed on you by others, you can still protect your time management plan by diplomatically **managing expectations**. By carefully managing and planning for the tasks you accept, you will see how much more you get done, with less stress.

The intensive **Time Management Skills & Maximise Productivity** training course will show you how to dramatically improve your time management through better planning, prioritising, delegating, controlling your environment, understanding yourself and identifying what you should change about your habits, routines and attitude.

Course Content

- Learning to assess your priorities and workload – because you cannot manage what you don't know
- Applying the Pareto Principle to your work as an effective productivity self-assessment tool
- Prioritising activities into long and short-term goals
- Classing activities as urgent, important, both or neither and allocating your time accordingly
- Learning to say “no” politely and constructively and master the art of delegating tasks to others
- Sharpening up your decision-making to ensure spend less time procrastinating
- Being wary of “productivity” devices, programmes and gimmicks that waste time. Time Management.



Performance Management

Effectively managing the performance of your team is a lot more than periodically explaining goals, measuring statistics, and doing annual performance evaluations or ticking boxes from time to time. It is mainly about **collaboration and teamwork** for mutual success. Successful performance management is an ongoing, continuous process, where employees and managers work together to ensure that goals and objectives are achieved and an employee's contribution to the organisation is not only beneficial but measurable.

If done appropriately, performance management can ensure the willing, goal-directed contribution of your team members.

Performance Management training programme will provide managers with the tools they need to manage their staff in a way that results in a willing and results-driven team. It is run by an experienced and expert facilitator, using practical input, discussion, case studies and exercises.

Course Content

- Understanding the role of the 21st Century manager- and why this is important for performance management
- Discovering what performance management interventions are expected of managers today
- Knowing the importance of management styles when operating in a diverse workplace
- Understanding the link between performance management and Situational Leadership
- Assessing the role of goal setting in performance management
- Taking timeous, remedial, and collaborative action when goals are not being met
- Improving policies and procedures to facilitate high performance
- Considering the role of company policies and the labour law in the case of poor performance
- Conducting performance improvement discussions to redirect staff and regain the commitment

SKILLS & DEVELOPMENT

Health & Safety Courses

- Apply knowledge of HIV/AIDS to a specific business sector and a workplace
- Perform the role of a safety, health and environmental protection representative
- Monitor the application of safety, health and environmental protection procedures
- Handle and dispose of waste
- Identify potential hazards and critical safety issues in the workplace
- Apply basic firefighting techniques
- Transport personnel, material and equipment using Light Delivery Vehicle
- Carry out basic first aid treatment in the workplace
- Apply health and safety to a work area





Driver Training

- Advanced Driving & Hijacking
- Hazardous Goods
- Forklifting
- Time Management
- Aarto





Contact The Bright Ideas Team To Discuss:

- ✚ Learnerships
- ✚ Skills Courses
- ✚ Grants & Funding
- ✚ Setting Up Campus
- ✚ Disability Learnerships
- ✚ Work Place Skill Audit
- ✚ Supply Chain Management
- ✚ Customise Training Courses
- ✚ Advanced Management Course

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