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***Management & Executive Development Programme  
Mining Sector***

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***Prospectus***

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## Overview

Managers that are trained in mining bring specialised knowledge and skills that are crucial for the successful, safe, and sustainable operation of mining projects. Their expertise helps ensure that mining activities are conducted responsibly and in compliance with legal and environmental standards.

## Objective of the Management and Executive Development Programme (MEDP)

To train and develop employees within the mining sector on Business Management and Executive Development Programme. Enabling employees in the sector to progress into managerial positions upon completion of the MEDP.

Training of unemployed youth to become workplace ready and more suitable enabled for employment within the sector.

## Course Content

The management and executive development programme are short courses which includes


- Leadership
- Coaching and mentoring
- Problem Solving
- Project Planning
- Business Communications
- Finance & Risk
- Human Resource Management



## **MEDP courses and modules offered:**

- Management Advancement Programme (MAP)
- Executive Development Programme
- International Executive Development Programme (IEDP)
- New Managers Programme
- Management Advancement Programme
- Thinking and Planning Strategically
- Managing and Leading People
- Managing and Leading People
- The Art and Science of Negotiation
- Leadership and Coaching Development
- Senior Leaders Development Programme
- Future Leaders Development
- Senior Leaders Development Programme
- Gender Identity in Leadership

Training programmes can be conducted in-house or at our various training venues.





## *Some of Our Elite Course Offerings*

# Management Skills for Effective Managers

### **NQF 5: Credits 12**

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 Programme Includes:**

- 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



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# Leadership Management

## NQF 5: Credits 8

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 Programme Includes:

- 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

## NQF 5: Credits 6

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 used diversity management – it is how they manage using diversity that sets them apart.

### Course Programme Includes:

- 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



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# Effective Team Leadership using Emotional Intelligence (EQ)


## NQF 5: Credits 8

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 Programme Includes:

- 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
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# People Management & Problem Solving Skills

## NQF 5: Credits 6

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 Programme Includes:

- 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



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# Management and Leadership Programme

## NQF 5: Credits 6

Leadership and management is all about managing, leading, inspiring, motivating and disciplining a team. If done poorly, the spiralling 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 Programme Includes:

- 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

## NQF 5: Credits 16

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 Programme Includes:

- **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



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# Time Management Skills & Maximise Productivity

## NQF 5: Credits 6

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 Programme Includes:

- 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

## NQF 5: Credits 6

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 Programme Includes:

- 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



***Over 252 Accredited Individual Unit Standards. We have the courses for your training and development needs.***

Credits 10 NQF 4	Strategic Management
Credit 5 NQF 4	Time Management
Credits 12 NQF 4	Leadership Management for Team leaders, Supervisors and First Line Managers
Credits 5 NQF 4	Apply the organisation's code of conduct in a work environment
Credits 5 NQF 4	Conducting Meetings
Credits 6 NQF 4	Identify responsibilities of a team leader
Credits 6 NQF 4	Manage Expenditure against a budget
Credits 5 NQF 4	Customer Service
Credits 10 NQF 4	Motivate and Build a Team
Credits 8 NQF 4	Solve problems, make decisions and implement solutions
Credits 5 NQF 3	Accommodate audience and context needs in oral/signed communication

Credits 5 NQF 3	Interpret and use information from texts
Credits 5 NQF 3	Use language and communication in occupational learning programmes
Credits 5 NQF 3	Business Writing & Presentation
Credits 6 NQF 4	Apply knowledge of statistics and probability
Credits 5 NQF 4	Engage in sustained oral/signed communication and evaluate spoken/signed texts
Credits 5 NQF 4	Read/view, analyse and respond to a variety of texts
Credits 4 NQF 4	Represent analyse and calculate shape and motion in 2-and 3dimensional space in different contexts
Credits 6 NQF 4	Business mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
Credits 5 NQF 4	Use the writing process to compose texts required in the business Environment
Credits 5 NQF 4	Write/present/sign for a wide range of contexts

Credits 4 NQF 3	Induct a member into a team
Credits 4 NQF 4	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
Credits 5 NQF 4	Describe the relationship of junior management to other roles
Credits 5 NQF 4	Explain the contribution made by own area of responsibility to the overall organisational strategy
Credits 5 NQF 3	Basic disaster management concepts
Credits 6 NQF 3	Identify and explain the core and support functions of an organisation
Credits 4 NQF 3	Maintain records for a team
Credits 6 NQF 5	Knowledge management
Credits 6 NQF 5	Build teams to achieve goals and objectives
Credits 6 NQF 5	Create and manage an environment that promotes innovation
Credits 8 NQF 5	Develop, implement and evaluate an operational plan



Credits 8 NQF 5	Change Management
Credits 8 NQF 5	Lead people development and talent management
Credits 6 NQF 5	Diversity Management
Credits 8 NQF 5	Monitor and evaluate team members against performance standards
Credits 8 NQF 5	Risk Management
Credits 8 NQF 5	Select and coach first line managers
Credits 8 NQF 5	Leadership
Credits 6 NQF 5	Decision Making
Credits 6 NQF 5	Merchandise Maths
Credits 5 NQF 5	Business Ethics & Corporate Culture
Credits 8 NQF 5	Develop, implement and evaluate a project plan
Credits 8 NQF 5	Finance For Non-Financial Managers
Credits 8 NQF 5	Use communication techniques effectively

Credits 4 NQF 5	Analyse compliance to legal requirements and recommend corrective actions
Credits 5 NQF 5	Promote a learning culture in an organisation
Credits 3 NQF 4	Explain the impact organisational wellness on a business environment and indicate a strategy for a business unit
Credits 8 NQF 4	Demonstrate an understanding of macroeconomic principle as they apply to the South African business environment
Credits 8 NQF 5	Develop ways of dealing with the impact of dreaded diseases and in particular HIV/AIDS
Credits 5 NQF 5	Develop a plan to combat corruption
Credits 8 NQF 5	Marketing & Identify brand mix elements
Credits 2 NQF 2	Apply basic business ethics
Credits 2 NQF 2	Apply the basic skills of customer service
Credits 4 NQF 2	Behave in a professional manner in a business environment
Credits 8 NQF 2	Determine financial requirements of a new venture
Credits 7 NQF 2	Identify and demonstrate entrepreneurial ideas and opportunities



Credits 8 NQF 2	Identify the composition of a selected new venture's industry/sector and its procurement systems
Credits 8 NQF 2	Manage business operations
Credits 10 NQF 2	Manage finances for a new venture
Credits 7 NQF 2	Marketing and Sales
Credits 6 NQF 2	Match your product and opportunity to market needs
Credits 8 NQF 2	Produce a business plan for a new venture
Credits 5 NQF 2	Access and use information from texts
Credits 3 NQF 2	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
Credits 3 NQF 2	Demonstrate understanding of rational and irrational numbers and number system
Credits 3 NQF 2	Identify, describe, compare, classify, explore shape and motion in 2-and3- dimensional shapes in different contexts
Credits 5 NQF 2	Communication
Credits 5 NQF 2	Use language and communication in occupational learning programmes

Credits 2 NQF 2	Use mathematics to investigate and monitor the financial aspects of personal and community life
Credits 5 NQF 2	Work with a range of patterns and functions and solve problems
Credits 5 NQF 2	Write for a defined context
Credits 10 NQF 3	Administer contracts for a selected new venture
Credits 3 NQF 3	Co-ordinate meetings, monitor events and travel arrangements
Credits 4 NQF 3	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
Credits 4 NQF 3	Monitor and control the receiving and satisfaction of customers and visitors
Credits 5 NQF 3	Prepare and process documents for financial and banking processes
Credits 8 NQF 3	Tendering for Business

***All courses can be customised to your organisation***



## Contact The Bright Ideas Team To Discuss:

- ✚ Learnerships
- ✚ Customise Training Courses
- ✚ Work Place Skill Audit
- ✚ Setting Up Campus
- ✚ Disability Learnerships
- ✚ Grants & Funding

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