



MANAGER TOOLKIT

MODULE	DESCRIPTION	CONTENT MINIMUM DURATION	DELEGATE EXPERIENCE LEVEL
Employee Engagement & Retention	Manager guidance programme on employee engagement, and development of retention initiatives.	Variable format	Manager, Director
Structured Interview Skills (Behavioural, Competence, Objective)	Interviewing template and structure for hiring managers.	6 hrs classroom, 3 hrs practical	Manager, Director
Coaching Skills for Managers (GROW model)	An effective model used for coaching that encourages self-learning & problem solving.	1 hr classroom, 2 hrs practical	Team Leader, Manager, Director
Managing Through Team Leaders	The art of managing through others.	1 hr classroom, 3 hrs practical	Manager, Director
Visioning & Staff alignment	Deals with the process of creating team visions and objectives s that align with organisational goals.	2hr classroom, 2 hrs practical	Manager, Director
Change Management Approach	Implementing change within an organisation while minimising negative fallout.	4 hrs classroom	Manager, Director
Effective Delegation & Empowerment Framework	A framework for proper delegation of management tasks to subordinates.	1 hr classroom, 2 hrs practical	Manager, Director
Establishing & Enforcing Boundaries	Establishing boundaries and rules within a work environment while keeping morale.	1 hr classroom, 3 hrs practical	Manager, Director
Resolving Internal Conflict	Effective, impartial mediation, specifically for internal staff conflicts.	1 hr classroom, 2 hrs practical	Team Leader, Manager, Director
Staff Resignation & Termination	Dealing with resignation/termination of staff.	1 hr classroom, 2 hrs practical	Manager, Director
Advanced Negotiation	Negotiation techniques for business-critical scenarios.	3 hrs classroom, 3 hrs practical	Team Leader, Manager, Director
Personal Motivation & Business Goals	First engagement talk with new hires to increase motivation.	1 hr classroom, 2 hrs practical	Team Leader, Manager, Director



IMPACTING TEAM PERFORMANCE

MODULE	DESCRIPTION	CONTENT MINIMUM DURATION	DELEGATE EXPERIENCE LEVEL
KPI's, Setting & Tracking (SMART)	Management training enabling leaders to set, manage and monitor performance goals through key daily & weekly tasks that contribute to overall goals.	1 hr classroom, 3 hrs practical	Team leader, Manager, Director
Day-Planning	Set up recruitment teams with clear daily actions and schedule, minimizing busy work & dead time, while increasing operational efficiency & transparency.	1 hr classroom, 2 hrs practical	Recruiter, Manager, Team leader
Monthly Reviews	Technical performance review programme designed specifically for monitoring sales and recruitment activities.	2 hrs classroom, 3 hrs practical	Manager, Director
Annual Appraisals	Annual appraisal/development planning tool for strategic personal development. Includes template for implementation.	1hr classroom, 3 hrs practical	Manager, Director
Coaching VS Training	Train the trainer format; teaching structure and differentiation to both coach & training methodology when teaching staff new skills.	1 hr classroom, 2 hrs practical	Team leader, Manager, Director
Maximizing External Resources & Minimizing Spend	Management of external resources to reduce amount spent, yet maximize results.	Full Day On-site	Team leader, Manager, Director
New Market Planning & Execution	Establishing a new market for sales (customer, B2B, B2C) or recruitment activities. Outlines the operational plan draft process, client and resource selection, etc.	3 hrs classroom, 8 hrs practical	Manager, Director
SWOT and self-development	Enabling employees to effectively self-evaluate through SWOT analysis of self and own business.	1 hr classroom, 2 hrs practical	Recruiter, Team leader, Manager, Director
Establishing & Monitoring Commercial Process	Implementation of a standardized recruitment or sales process that ensures all stakeholders have clear SOP and responsibilities in the achievement of results.	2 hrs classroom, 2 hrs practical	Manager, Director
Time Management Matrix	Explanation and practical application of the infamous "time Management Matrix".	2 hrs classroom, 2 hrs practical	Recruiter, Team leader, Manager, Director
Setting & Managing Commercial Targets (budgets)	Establishing Specific, Measurable and Achievable targets and financial plans for recruitment teams based on historical benchmarking as well as resource availability.	30 min classroom, 2 hrs practical	Manager, Director