



CHARLES TELFAIR
I N S T I T U T E

Certificate in Management & Development 2012



Certificate In Management Development 2012

What Is It?

The Certificate in Management Development (CMD) is the only leadership programme in Mauritius which culminates in a TEC-recognized certificate. Its purpose is two-fold:

- To enhance the **readiness** of those participants aspiring to be promoted to supervisory or managerial levels
- To improve the **current** performance of participants by giving an overview of the world of Leadership and Management

As such, the CMD is a rich source of ideas, insights, and techniques essential for truly effective managerial or leadership performance. It will teach you the latest thinking in management, expose you to well-established techniques and offer you opportunities to develop your personal leadership abilities.

What Are Its Benefits?

As a **participant**, you will:

- Acquire a **broad foundation** in the management area. You will be exposed to a unique combination of theoretical and highly practical modules designed to increase both your **knowledge** and sharpen your **skills** which, in turn, will make of you a more professional manager
- Increase your **self-awareness** and **effectiveness** in working on a one-on-one level or in teams
- Increase your awareness of the **economic, political, social and technological factors** which affect business both globally and here in Mauritius

In turn, your **company** will

- Have better developed leadership resources
- Experience better interpersonal relationships
- Become more productive in its output

KNOWLEDGE

- Introductory Management
- Leading Projects
- Essential Accounting & Finance
- Essential Marketing
- Essential Economics
- Essential Human Resources & Performance Management
- Organisational Behaviour



SKILLS

- Discovering and Mastering Yourself
- Leading and Building High Performance Teams
- Effective Business Communication
- Effective Interpersonal Communication
- Effective Customer Care



**THE 2012
CERTIFICATE
IN MANAGEMENT
DEVELOPMENT**



CONTENTS

- INTRODUCTION: Leadership in a Changing World**
 This module serves as an introduction to the whole certificate and addresses the issues managers and leaders face in our changing world.
Date: 27 January
- MODULE 1: Discovering and Mastering Yourself**
 Based on Eric Charoux's 2009 book, *The Triumph of Self-mastery*, this experiential workshop is designed to show you the crucial importance that self-awareness and self-mastery play in our life. You will discover your strengths and weaknesses and begin the lengthy process of observing and knowing yourself.
Dates: 24 & 25 February
- MODULE 2: Introductory Management**
 This workshop is designed to familiarize delegates with a range of fundamental management concepts, theories and skills. It emphasizes that it is essential for an aspirant or existing manager to develop the knowledge, attitude and skills expected at his or her level in the organization.
Dates: 30 & 31 March
- MODULE 3: Essential Economics**
 The main part of this unit covers microeconomic issues. You will learn about the behaviour of individual economic units, notably consumers and producers, and the way in which their decisions and resultant actions and reactions are bought together in a series of inter-related markets to form the price system.
Dates: 26, 27 & 28 April
- MODULE 4: Effective Business Communication**
 You will learn how to master essential communication skills to catch (and hold) your listeners' attention. Techniques designed to help you put your point of view across convincingly and make powerful presentations will also be shared with you.
Dates: 18 & 19 May
- MODULE 5: Essential Accounting & Finance**
 From finance basics to understanding cash flows, this comprehensive workshop introduces the role of Accounting and Finance in an organization. You will learn the basics of bookkeeping and budgeting and discover how to analyse financial statements with new clarity.
Dates: 22 & 23 June
- MODULE 6: Essential Marketing**
 This workshop explores the role of marketing in an organization. Discover how to conduct research, analyse consumer behaviour and gain hands-on skills and techniques to develop advertising, promotions and sales plans.
Dates: 19, 20 & 21 July



- MODULE 7: Essential Human Resources & Performance Management**
 Discover the importance of Human Resources as a function. Understand how to attract, retain, train, develop, motivate, assess and remunerate your staff.
Dates: 16, 17 & 18 August
- MODULE 8: Organisational Behaviour**
 As Mauritius joins the globalized world, understanding how its people, individuals, and groups interact within its organizations becomes an imperative necessity. We do so by taking a system approach: to discover how the whole person, whole group, whole organization, and whole social system relate to each other.
Dates: 14 & 15 September
- MODULE 9: Effective Interpersonal Communication**
 Everyone has the capacity for effective interpersonal skills. Yet many managers often admit that this is an area where they could improve, both for the benefit of their organisation and their own fulfilment. By attending this workshop, you will develop a series of insights into how you come across to others and what you need to do to develop sound interpersonal skills.
Dates: 5 & 6 October
- MODULE 10: Leading Projects**
 This workshop introduces the critical topic of project management. You will learn about a work breakdown structure, how to develop a project schedule, and how to monitor work progress.
Dates: 26 & 27 October
- MODULE 11: Effective Customer Care**
 This programme emphasizes the importance of putting the customer first and developing one's competitive edge. You will learn how to master techniques designed to create a customer-focused environment which can ensure the highest customer satisfaction.
Dates: 16 & 17 November
- MODULE 12: Leading & Building High Performance Teams**
 This workshop focuses on the origins and importance of sound leadership and how to inspire your people to achieve the company's goals as a team. You will learn about the importance of teams in an organization, how to create and motivate winning teams.
Dates: 7 & 8 December

Please visit our website for the latest information

What Methodology Do We Use?

This material and techniques used in the Certificate are practical, robust and focused on real-world activities. We use various training tools which you can apply immediately back in your workplace and which are designed to give you on-going feedback.

Who Should Enrol?

Employees identified by their superiors as having high potential for advancement or existing managers desiring to improve their knowledge and skills.

Typically, applicants need to have at least an HSC or equivalent with at least five years' working experience.

How Much Does It Cost?

The inclusive course fee of **Rs 90000** covers tuition, course packs, refreshment and appropriate lunches. The programme is fully MQA-approved.

Due to the limited number of available seats, please note that cancellations will be accepted with no charge up to **four weeks** before the course starts. Cancellations after that time will incur a cancellation fee of Rs 4,000. No refund can be paid after the first attendance on the programme.

What Are Its Deliverables?

Delegates will receive

- A Certificate in Management and Leadership duly recognized by the TEC
- A full course pack on every module they attend
- An in-depth assessment of their strengths and weaknesses
- Access to any study books or guides that they may require
- Access to Curtin's on-line library

For more information concerning our courses, admission requirements, fees, registration procedure, please contact the:

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