



CHARLES TELFAIR

LEADERSHIP CENTRE

Where tomorrow's leaders are developed today



Corporate Training 2016

Open Programme
(Ideal for Individuals)

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Main Purpose

This programme is open to all corporates and prepares participants aspiring to be promoted to supervisory or managerial levels by providing them with a broad foundation in the management and leadership areas.

Overview

- Our **Open** Programme allows delegates the opportunity to interact with world-class faculty and thought leaders, while collaborating with peers from different companies and industries.
- Our programme is highly inspirational and is designed to have a maximum impact with a strong emphasis on active learning, sharing of best practice, and implementation of practical applications.
- The use of technology and a blended learning approach is also a key part of the CTI experience to underpin and deepen the process learning.
- This programme is MQA approved and is HRDC refundable

Programme Content

• Discovering and Mastering Yourself

Learn that Self-Awareness is the characteristic we should all possess - Discover your personality, aptitudes, interests, values, needs, motivations, goals - Become more aware of yourself – what you think, feel and sense from one moment to another - Improve your communication ability with others.

• Essential Accounting and Finance

Learn how to analyse an accounting transaction in a company into movements that affects assets, liabilities, revenue or expenses - Understand how profit is determined in a company - Create simple balance sheets and profit and loss accounts for a company - Learn how to assess the financial statement of a company using ratios - Learn tools that can be used to evaluate a project.

• Effective Business Communication

Learn to identify the fundamentals of communication and methods of communication - Write different business documents, use nonverbal communication - Identify the differences with communicating to individuals and groups.

• Effective Interpersonal Communication

Work on your strengths and areas for improvement when it comes to sound interpersonal and communication skills - Master the principles of all sound interpersonal and communication skills - Learn specific skills such as how to put your point of view across convincingly; prepare powerful presentations; confront your non-performing subordinates; listen to others etc...

• Essential Marketing

Explore how marketing concepts are being applied

within your organization - Identify and solve marketing problems - Determine the impact of market share and life cycle issues on product(s)- Develop, evaluate and sell alternative pricing strategies - Learn skills in marketing planning.

• Organisational Behaviour

Understand the theories of organisational behaviour (OB) and understand behaviour of individuals and groups in the workplace - Understand the nature and impact of organisational processes which influence work and behaviour - Integrate the theory of organisational behaviour with management practice - Improve teamwork skills while working with others to address OB issues.

• Essential Economics

Examine how and why market forces come into play, how they interact and why intervention may be necessary in some areas - Explore the market environment of business and apply economic analysis to day-to-day business decisions such as production, pricing, and market entry - Study the measures of performance for a country's economy - Examine issues about free trade and international investment and discuss implications for Mauritius.

• Effective Customer Care

Grasp fully the concepts of service and its challenges - Identify and understand the needs and expectations of customers - Understand the role of emotions and how they affect customer relations and our motivations - Understand the challenges difficult customers represent - Grasp the importance of assessing and monitoring customer satisfaction.

• Leading Projects

Understand the importance of Project Management - Put into practice the internationally recognized project management framework produced by the Project Management Body of Knowledge (PMBOK)- Explain and understand the importance of the 5 process groups and 9 knowledge areas defined in the project management framework - Apply project management skills and relevant tools and techniques in a project environment.

• Essential HR and Performance Management

Understand and comprehend the key elements of human resource management. - Identify, analyse and discuss key HRM issues and their impact on the workplace - Recommend strategies to overcome management problems in the employment relationship - Learn how HR decisions affect the fairness and equity of employment relationships, the attitudes and behaviours of employees, and ultimately, the efficiency and effectiveness of the organization.

• Leading and Building High Performance teams

Understand the difference between Management and Leadership - Understand what it takes to become a successful leader or manager - Realize the importance of teams - Understand how teams are formed - Understand how teams operate successfully.