



*Training Course:
10 Tools for Highly Effective Managers*

*15 - 19 June 2026
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: 10 Tools for Highly Effective Managers

Training Course code: PS1152 From: 15 - 19 June 2026 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

It is a Five-days program that aims to help managers and business owners to use a holistic approach to attend matters and improve their area of weaknesses, using an activity-oriented and experiential learning environment. The simulated management activities provide a perfect setting to encourage participation and active learning, Among the highlights of the workshop, was the boardroom experience using famous TV live series: "The Apprentice" and "You are Fired" to understand more on the strengths and weaknesses of each member of their team including themselves in a given project management scenario.

10 Tools for Highly Effective Managers

1. How to Lead Your People
2. How to Think Strategically
3. How to Solve Problems & Make Effective Decisions
4. How to Manage Time
5. How to Stay Stressfree & Well
6. How to Build Great Teams
7. How to Communicate & Interpersonalise
8. How to Delegate & Empower
9. How to Encourage Innovation & Creativity
10. How to Focus on Results through Your People

Course Objectives

- Understand and develop skills necessary for new managers/supervisors
- Learn the importance of managing strategic thinking
- Learn how to set goals and plan effectively and efficiently
- Develop an ability to establish a customer focus in management
- Develop positive interpersonal techniques for better people relationships

- Improve their ability to make higher quality decisions
- Apply concepts of team building, team performance, and motivation
- Learn how to establish and maintain time management techniques
- Understand the role of stakeholders and learn techniques of stakeholder management
- Understand how to develop productive communication techniques
- Understand the importance of performance standards, goals and objectives
- Develop improvement plans to accomplish work and improve performance

Target Audience

This program is designed for:

- Newly appointed managers and supervisors who are transitioning into leadership roles.
- Business owners seeking to strengthen their management capabilities and lead their teams more effectively.
- Middle-level managers aiming to enhance their strategic thinking, decision-making, and leadership skills.
- Team leaders responsible for driving team performance, productivity, and engagement.
- Professionals involved in managing people, operations, and business outcomes.
- Individuals aspiring to develop a well-rounded managerial skillset using practical, activity-based learning approaches.

Course Outlines

Course Content of 10 Tools for Highly Effective Managers

Day 1

How To Lead Your People

- Definition of a Leader
- Definition of a Manager
- Difference between a Leader and a Manager
- □Tomorrow's Company versus Yesterday's Company
- The Leader of a Tomorrow's Company
- 6 Leadership Styles
- Attributes of Leaders
- Leadership Tension

How To Think Strategically

- Strategic Thinking Defined
- 4 Levels of Strategic Thinking
- The Strategy/Operations Relationship
- Strategic Thinking Leading to Strategic Management

- 3 Ws and 2 Hs

Day 2

How to Solve Problems & Make Effective Decisions

- 5 Key Steps in decision-making
- The ADADA Model
- Barriers to Effective Decision-Making
- The "Ishikawa" Model in Problem-Solving
- Man-Method-Material-Machine
- Basic Steps & Rules in Problem-Solving

How to Manage Time

- Recording Time
- Analyzing Time
- Planning Time
- Managing your Roles and not your Time
- The Yearly Planner
- The Weekly Worksheet
- The Daily Work Plan
- Checklist for effective use of time

How to Stay Stressfree & Well

- Two Types of Stress
- Signs & Symptoms of Stress
- How to Manage Stress
- Type 'A' and Type 'B' Personality
- Managing Your Health

Day 3

How to Build Great Teams

- Actively Building Relationships
- Encouraging and Stimulating Others
- Wide Range of Incentives
- Evaluating and Enhancing People's Capabilities
- Respect for views and actions of others
- Sensitively to the needs and feelings
- Using power and authority
- Setting objectives which are both achievable and challenging
- Commitment to a specific course of action
- Using a variety of techniques to promote morale and productivity
- Communicating a Vision

How to Communicate & Interpersonalise

- How should I communicate?
- Types of Non-Verbal Communication
- Communication Skills
- Presentation Skills: 6 Key Steps
- Do's and Dont's on Delivery

Day 4

How to Delegate & Empower

- The Difference between Delegation and Empowerment
- Why Delegation?
- Benefits of Delegation
- Reasons why people fail to delegate

- Activities included in Delegation
- A Process for Effective Delegation
- Why is Empowerment Important?
- Benefits of Empowerment
- How to empower employees?
- Guidelines for implementing and improving Empowerment
- Specific Techniques that can be used to Empower a Workforce

Day 5

How to Encourage Innovation & Creativity

- Can Creativity be Taught?
- Right Brain and Left Brain Thinking
- How Creative Are You?
- 8 Steps to Developing Creative Thinking Skills
- 10 Barriers to Creativity
- 12 Questions to Spur the Imagination
- 8 Steps towards stimulating a creative environment

How to Focus on Result through Your People

- Planning and Prioritizing
- Focus on Objectives
- Tackle Problems and Take Advantage of Opportunities
- Set Objectives in Uncertain and Complex Situations
- Focus Personal Attention on Specific Details
- Striving for Excellence
- Actively seek to do things better
- Use change as an opportunity for improvement



- Establish and Communicate High Expectations
- Set Goals that are demanding of self and others
- Benchmarking

Registration form on the Training Course: 10 Tools for Highly Effective Managers

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