

MASTERING MANAGEMENT

Mastering Management is a comprehensive and dynamic manager training course designed to empower and elevate managerial capabilities.

Throughout this programme, aspiring and current managers will be equipped with the essential tools and strategies to achieve mastery in their managerial role, enabling them to successfully manage themselves, their team and their clients with confidence and effectiveness.

COURSE SECTIONS

Managing me

Learning to manage yourself is the key to personal growth, success, and well-being.

Managing teams

Learning to manage others involves understanding team dynamics, building trust and getting the best from your team to achieve common goals.

Managing clients

Learning to manage clients requires understanding their needs, effective communication and managing expectations to deliver successful solutions.

PROGRAMME STRUCTURE

- Maximum of **12 participants**
- **Three morning sessions**
(approx 4-5 hours each) **or**
two full days
- In-person

INVESTMENT

R4 500 per participant

PROGRAMME OVERVIEW

Module	Module overview	Module outcomes
Managing Me	<ul style="list-style-type: none"> • Different managing styles • Energy and focus • Prioritising and scheduling • EQ 	<ul style="list-style-type: none"> • Understand your default managing style and how it impacts others • Understand how to manage your energy and focus • Understand how to effectively manage your time through prioritising and scheduling • Understand EQ and how to apply it
Managing Teams	<ul style="list-style-type: none"> • Team dynamics • Building trust • Navigating conflict • Delegation • Coaching and feedback 	<ul style="list-style-type: none"> • Understand the stages of team development • Understand the need for trust within a team and how to build it • Understand your conflict style and how to better navigate conflict situations • Understand how to delegate effectively to the best outcome • Understand the differences between coaching and feedback and when and how to apply each
Managing Clients	<ul style="list-style-type: none"> • Effective communication • Difficult conversations • The change curve • Influencing 	<ul style="list-style-type: none"> • Understand what effective communication entails and how to use it • Understand how to navigate difficult conversations • Understand the change curve, particularly in relation to clients • Understand your influencing style and how to get the most from it

DONNA CAROL GRAY

shifting towards what matters

THE MASTERING MANAGEMENT COURSE IS DESIGNED TO EQUIP ASPIRING AND CURRENT MANAGERS WITH THE ESSENTIAL KNOWLEDGE, SKILLS, AND TOOLS TO EXCEL IN THEIR LEADERSHIP ROLE.

ABOUT DONNA GRAY

Donna is passionate about unlocking potential in individuals through helping them create purposeful and intentional lives in whichever season, workplace or community they are in.

Donna is a CA(SA) with over 12 years of corporate experience in training and development, strategy and financial consulting.

She has created and facilitated coaching and leadership development programmes for teams across all levels in an organisation and developed and implemented strategic initiatives across multiple business segments, to drive business growth.

She has designed Diversity, Inclusion and Belonging programmes and initiatives to cultivate inclusive, high performing organisational cultures and teams.

Donna is a wife and mom of three young children.

