

THE ART OF GOOD MANAGEMENT

Any individual in a managerial position or working towards taking on this role knows that it is one filled with numerous skill requirements.

Managers are a necessary cog in the business of success and assist in streamlining processes to ensure group goals are achieved.

While the role of manager comes with many perks, it is imperative to remember that first-line managers are also the entities answerable for disruptions to the workforce or customer-facing issues, and should therefore be ably equipped to deal with both aspects in a satisfactory manner.

Team leaders, supervisors, junior managers, section heads and foremen are all classified as first-line management.

Director of Felix Risk Training Consultants, Bernadette Felix, shares the importance of having well-trained, knowledgeable managerial employees within an organisation.

"The role of the manager is multi-faceted and at times, almost parental in fashion. A manager should be able to wear many hats, serving as teacher, bookkeeper and in some situations, peacekeeper," she said.

Felix says that there are four main pillars that define an employee as managerial material:

PEOPLE MANAGEMENT

Managers must be able to strategise around individual personalities, establishing and maintaining workplace relationships that promote cohesion while encouraging employee and talent growth that raises the company profile.

WORKPLACE MANAGEMENT

Workplace processes are one of the most essential aspects of business. An unhappy environment, makes for unhappy employees. Managers are integral to these inner workings and must be able to make the unpopular decisions, formulate recommendations for a change process and apply analysis to economic and financial information.

DECISION-MAKING

It is important to remember that growth comes from innovation. The head of a department must continuously be looking for ways in which to cultivate new ideas. Department heads should be able to create and manage an environment that promotes this atmosphere, while still monitoring, assessing and managing any risk that arises from these decisions.



UNIT MANAGEMENT

A business's success is determined by the actions of the team as a whole. Team leaders are therefore required to ensure that every aspect of each unit is managed persistently – from finance to conflict management. Managers must also be well-versed in dealing with the effects of dread disease – in particular HIV/ Aids – and the effects on the individual as well as the team dynamic.

FRTC offers a comprehensive learning programme that assists staff in taking the necessary steps towards becoming effective managers.

The National Certificate: Generic Management is an 18 month NQF Level 5 qualification which assist students with:

- Building teams to achieve goals and objectives.
- Managing diverse workforces to add value.
- Applying the principles of ethics to improve organisational culture.
- Using communication techniques effectively.
- Selecting and coaching staff.
- Monitoring and evaluating team members against performance standards.
- Applying the principles of knowledge management.
- Developing, implementing and evaluating project plans.
- Recruiting the ideal candidates to fill defined positions.



To learn more about how this course can aid with the managerial growth of your business, email Bernadette Felix at bernadette@frtc.co.za or call 031 207 3245.

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