MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

Generated: 04-Nov-2026

Course Profile Document

Supervisors and Managers

Manager Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2948	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

Management is known as a form of art and a science. The key is making employees more efficient and productive while finding the correct way to do it. When preparing to manage one or a group of managers, you are preparing for them to be able to manage their own employees.

Every manager is a different personality type and learns differently. But with some helpful tools and tips, you can help them become great managers that will continue to grow and succeed with their new team

Course Outcomes

It’s been said that good management starts with good planning. As a manager, you can learn different ways to put plans into action that will help your other managers and employees work together and continue to grow.

- Welcome and orientate new managers
- Learn ways to successfully coach and mentor
- Learn ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers

Course Outline / Curriculum

Module One: Getting Started

- Workshop Objectives

Module Two: Grooming a New Manager

- Set Specific Goals
- Authority (What They Can and Can’t Do)
- Create a Shared Vision
- The More They Learn, the More Responsibility They Get
- Case Study
- Module Two: Review Questions

Module Three: Coaching and Mentoring (I)

- Writing Performance Reviews
- Provide Clear and Timely Feedback
- Praise in Public, Criticize in Private
- Make Sure Your Door is Always Open
- Case Study
- Module Three: Review Questions

Module Four: Coaching and Mentoring (II)

- Offer Advice, Not the Solution
- Create a Supportive Environment
- Build Ownership
- Degree Feedback
- Case Study
- Module Four: Review Questions

Module Five: Measuring Performance

- Staying Within Their Budget
- Setting Measurable Objectives
- Skip Level Feedback
- Collaborate on Criteria to be Evaluated
- Case Study
- Module Five: Review Questions

Module Six: Motivating Managers

- Provide the Needed Resources
-

Bonuses and Incentives

- Give Credit for Good Work
- Keep Them Challenged
- Case Study
- Module Six: Review Questions

Module Seven: Signs of Poor Management

- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study
- Module Seven: Review Questions

Module Eight: Trust Your Team of Managers

- Do Not Micromanage
- Promote Open and Honest Communication
- Reward Initiative
- Trust, But Verify
- Case Study
- Module Eight: Review Questions

Module Nine: When an Employee Complains About Their Manager

- Keep the Information Confidential
- Gather Information from Both Sides
- Coach or Delegate the Solution
- Follow-up with the Manager or Employee
- Case Study
- Module Nine: Review Questions

Module Ten: When Do You Step In?

- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study
- Module Ten: Review Questions

Module Eleven: Remember These Basic Qualities

-

Express Confidence in Their Abilities

- Practice What You Preach
- Have an Open Door
- Their Success is Your Success
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flex

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Manager Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____