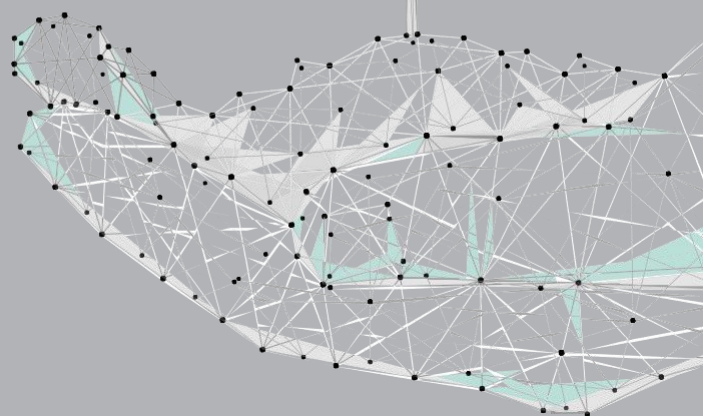




WORKSHOP MANAGEMENT DEVELOPMENT PROGRAMME

Blended or Contact Learning

Prepared by Peritum Agri Institute



WORKSHOP MANAGEMENT DEVELOPMENT PROGRAMME

PURPOSE OF THE PROGRAMME

A formal development programme, custom-made to optimize management ability in an equipment workshop. This programme promotes management skills which will raise the effectiveness and efficiency of workshop scheduling and operations, whilst ensuring an indelible customer service experience. Managers learn how to cultivate a confident mindset, develop emotional resilience, and instill a discipline of execution.

STATUS

Custom-made solutions aligned to your company's equipment technical service strategy. Non-accredited.

TIME FRAME

Modules can be completed at a pace of one module per month to allow maximum opportunity for practical application and to avoid interruption in the workplace. The full programme is completed within 8-10 months.

BRANCH BUSINESS PLAN

Managers in the programme are supported to develop a real WORKSHOP MANAGEMENT BUSINESS PLAN addressing all areas of effective tactical management for their facility. This plan is presented to Top Management on completion of the programme.

CUSTOMIZED

Though management competence is generic, the application thereof differs in various contexts. We design the practical application of your programme to fit the specific culture, approach, practices, and aspirations of your business. All practical sessions, projects, and assignments will be company specific.

PROGRAMME OUTLINE

PROGRAMME STRUCTURE

The programme is structured into seven modules. These modules cover the list of topics indicated below.

MODULE 1: BUILDING INTRA- AND INTERPERSONAL STRENGTH (E/LMS 32100)

PURPOSE

To strengthen the personal core and align who I naturally am to the type of personal brand message that will ensure my success in business.

2 DAYS

Core content covered

- Who am I?
- Personal effectiveness
- Assertive behaviour
- Emotional control
- Effective communication
- Communicating within organizations
- Resolving conflict
- Diversity tolerance

MODULE 2: MANAGING THE BUSINESS SCORECARD (E/LMS 32200)

PURPOSE

To develop competence in setting goals in alignment to the business scorecard and to establish and manage the workshop business plan.

2 DAYS

Core content covered

- Management
- Planning
- Decision making
- Problem solving
- Being innovative in business
- Business planning

MODULE 3: CUSTOMER SERVICE AND BEING A TRUSTED ADVISOR (E/LMS 32600)

PURPOSE

To optimize customer relations and establish a culture of customer-centric services in the branch.

2 DAYS

Core content covered

- Understanding customers and customer service
- Addressing customer needs
- Understand how customers develop perceptions about retail service
- Setting standards for customer service
- Develop a customer service plan for your branch
- Dealing with phone-in customers or customer calls
- Service to walk-in customers
- Service recovery and customer complaints
- Becoming a trusted advisor to my customer

MODULE 4: MANAGING TIME AND WORK SCHEDULES IN A WORKSHOP (E/LMS 9009D)

PURPOSE

To enhance the effectiveness and efficiencies in workshop operations and schedules.

2 DAYS

Core content covered

- Appreciate the value of time
- Understand the benefits of time management
- Know the principles that underpin effective time management practices
- Understand the concept of work-life balance
- Know the symptoms of poor work-life balance
- Master techniques to master work-life balance
- Master five techniques to optimize time at work
- Apply delegation effectively

MODULE 5: MOBILIZE AND MANAGE PERFORMANCE

(E/LMS 31700)

PURPOSE

To ensure that the team is fully aligned with the organizational goals.

2 DAYS

Core content covered

- Understand the importance of performance management
- Understand the aim of performance management
- Translating vision and strategy
- Cascade Strategy into operational objectives
- Formulation of divisional plan
- Cascade divisional objectives into Individual performance plans
- Manage the four performance management cycles
- Mastering the four big performance discussions
- Dealing with consistent poor performance

MODULE 6: MANAGE THE FINANCE OF A BUSINESS UNIT

(E/LMS 32900)

PURPOSE

To understand business finance, budget management, and optimizing profitability through sound business practices.

2 DAYS

Core content covered

- Understanding the basics of accounting
- Financial reports and the understanding thereof
- Interpreting financial statements
- Forecasting and budgeting
- Financial instruments
- National and global economy
- Planning, Monitoring, Evaluation, and Action

CONTACT CLASSES LEARNING METHODOLOGY

The programme is aimed at an enticing and engaged learning experience which captures the heart and mind of the Learner Manager.

PROGRAMME INTRODUCTION AND SENSITIZATION

Two hours of the first module are spent on sensitization. This session provides learners with an overview of the programme, an understanding of the methodologies and assignments, as well as understanding the final integrated assessment, and will address any questions the learners may have.

PERITUM CONTACT CLASS LEARNING EXPERIENCE

The Management Development Programme is HIGHLY interactive and practical. Some of the methodologies are employed to (1) enhance the application of learning experience, (2) stimulate creative participation and (3) demonstrate best practice, including:

1. **Participant workshops:** Facilitated interaction led by subject matter experts. Experts, mentors, leadership icons, top management, and others may be invited to add value through panel discussions, presentations, and other activities.
2. **Practical application relevant to the work environment:** Practical sessions and examples in training that are aligned to the specific nature of work of the organization.
3. **Best-practices: THE COMPANY** review and improvement of own internal business processes will be presented to management at the end of the programme.
4. **Learner integration of concepts through individual and group assignments.**
5. **Multiple resources:** These include various other module-specific resources that are applied to stimulate learning and include video material, corporate games (high-level), self-assessments, quizzes, simulations, etc.
6. **Learner/team presentations:** Opportunity for learners/teams to present their revised business processes to management.

The programme employs a **practical and highly experiential** approach to learning – workshop-based learning, highly interactive and according to adult learning principles, complemented by a broad range of applicable resources to enhance learning.

The learner material is **outcomes-based** and will be developed by subject matter experts.

LEARNER PACKS

Each learner will be issued with the following:

- A company-branded file
- Pen and pencil set (Peritum-branded)
- Learner manual per module
- Learner portfolio workbook per module
- Resources per module

BLENDED LEARNING METHODOLOGY

The programme is aimed at an enticing and engaged learning experience which captures the heart and mind of the Learner Manager.

PERITUM BLENDED LEARNING EXPERIENCE

Peritum Institute Online Learning provides a learning *EXPERIENCE* to our learners. We don't learn best by merely reading; hence our normal learning material is complemented by the following enhancements:

- **Introduction to the Module Video:** Every module starts with a video providing an overview of which topics will be dealt with in the module. In addition, these clips also explain the applicability of the Module to management functionalities.
- **Facilitators lead introductions to the Learning Units:** Every Learning Unit kicks off with a facilitator-led pre-recorded video explaining the main areas of focus in the topic, as well as highlighting specific areas of importance for the learners to focus on for both application in management, as well as for the purposes of assessment.
- **A variety of stimulating resources,** including video clips, images, case studies, PowerPoints with voice-over explanations, animations, and activities are built into the material to enhance stimulation during engagement. Imaging is a known driver of memory.
- In each topic, key concepts are explained in person by the facilitator through **pre-recorded lecturer broadcasts**.
- **Live Broadcast sessions** (via Zoom/ Teams) supplement the learning experience. During these sessions, the facilitator provides step-by-step practical support. These sessions will be pre-scheduled and will require the learners to have progressed to a specific point in the self-study component of the learning prior to attending the live broadcast session. Note that for live broadcast sessions, learners log in individually from home or office bases.
- **Quarterly workshops** during which a facilitator works with the participants of the programme on their **interpersonal** and **interactive** sales, and customer care skills.

GENERAL SUPPORT

- All programmes start with a welcoming pack sent to the learners. This briefing pack includes step by step guidelines on how to access and use the LMS.
- Thereafter, we provide login details and follow up learners one-on-one to verify that they have accessed the LMS and found their way, AS WELL AS to discuss their access to Zoom/Teams. Learners who are not familiar with Zoom/Teams are assisted to download the App and coached on how to participate in a session.
- Only then, do we have a live broadcast session for orientating the learners on the programme.
- As always, our lead facilitators will be available and keen to support the learners throughout the online learning process.

Learners require access to internet, at least a 5mb (preferably 10mb) speed broadband line.

PROGRAMME LOGISTICS

ASSESSMENT AND PRESENTATIONS

An ongoing evaluation process determining growth and proactively ensuring the maximum value to both the learner and the organization is employed to monitor the transfer of skills. The assignments following each module are also aimed at ensuring optimal skills application and development.

On completion of the modules, learners complete an integrated open-book examination. Therefore, final competence is based on:

- Modular assignments
- Integrated Examination
- Final summative presentations of projects

REPORTING

Follow up and informal reporting within three working days after completing a module.

Monthly formal written reports will be issued with regular and interactive sessions where the programme manager and company management will meet to discuss the programme roll out to date and to evaluate each candidate's progress on the programme and at work.

This report will include:

- Attendance registers.
- Programme evaluation and feedback from learners and facilitators.
- Learner development reports.
- General additional feedback and recommendations.
- Any other reporting as required by the customer.

CERTIFICATION

Learners will be certificated, and merit award winners will be recognized

COST

R24 500-00 per learner vat exclusive

Minimum group of 12 learners required.

Travel and accommodation for facilitators are excluded.

(Program customization according to your Company's strategy or processes are possible.)



The Peritum Agri Institute Service Commitment

We are committed to maintaining the reputation that we have established with our customers over 20 years and declare a sincere intent to ensure that our services always meet the following standards:

- Integrity and ethical behaviour in all that we do
- Respect for confidentiality in a competitive environment
- Professional conduct
- Service outputs that meet excellence standards
- Establishing long-term relationships that outlive contract value



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