

MENTOR MANAGEMENT



TARGET GROUP

Middle Management and experienced supervisors

DURATION

7 months with 3 – 4 weeks between each module

GOALS

Development of learners knowledge and skills.
To improve co-operation between manager and learner.
To help the manager to understand his role better and also to practise it better.

CONTENTS

Module 1

Self-evaluation
My role in the Organisation
Systems in the Organisation
Productivity
Task

Module 2

Communication
Attitude
Handling of conflict
Assertiveness
Adaptability
Task

Module 3

Setting of Goals
Structuring of a Task
Budgeting
Task

TEIKENGROEP

Middel Bestuur en Ervare Toesighouers

DUUR VAN KURSUS

7 maande met 3 – 4 weke tussen elke module

DOEL

Verbeter samewerking tussen toesighouers & direkte hoof.
Verbeterde spanfunksionering.
Verhoogde produktiwiteit.

INHOUD

Module 1

Selfevaluering
My rol binne die organisasie
Netwerk binne 'n organisasie
Produktiwiteit
Taak

Module 2

Kommunikasie
Houding
Konflikhantering
Selfhandhawing
Aanpasbaarheid
Taak

Module 3

Doelwitstelling
Taakstruktuering
Begroting
Taak

MENTOR MANAGEMENT

Module 4

Control
Problem Solving
Feedback
Task

Module 5

Competence
Utilizing of skills
Delegation
Time management
Task

Module 6

Teamwork
Building a team
Stereotypes
Team roles
Leadership
Management Theorie
Task

Module 7

Motivation
Human needs
Supporting motivation
Hertzberg Theories
Handling of problematic behaviour
Task

Module 8

Different concepts
Advantages of mentoring and coaching
Roles of Mentor and Mentee
Assessment of Mentor and Mentee
Influence of culture of organisation
Responsibilities of role players

IMPLEMENTATION

Supervisors – get a task after each module
Direct heads must manage and mentor supervisors.

GROUP SIZE

Maximum 20 learners, minimum 10 learners

Module 4

Kontrole
Probleemoplossing
Terugvoering
Taak

Module 5

Bevoegdheid
Vaardigheidsbenutting
Delegering
Tydbestuur
Taak

Module 6

Spanwerk
Spanbou
Vooroordeel
Spanrolle
Leierskap
Bestuursteorieë
Taak

Module 7

Motivering
Menslike Behoeftes
Motiveringsondersteuning
Hertzberg Teorieë
Hantering van Probleemgedrag
Taak

Module 8

Verskillende Begrippe
Voordele van Mentorskap en Coaching
Rolle van Mentor en Mentee
Assessering van Mentor en Mentee
Invloed van kultuur van organisasie
Verandtwoordelikhede van rolspelers

TOEPASSING

Toesighouers – kry opdragte na elke module.
Direkte hoofde moet toesighouers bestuur en take
kontroleer.

GROEP GROOTTE

Maksimum van 20 leerders, minimum van 10 leerders.