

# Fannie Dumisa Malala

DYNA TRAINING QUALITY no. 830925 5346 089 BMS A 16 DR 03

HAS BEEN AWARDED THIS

## Certificate

UPON SUCCESSFUL COMPLETION OF THE

**BMS**  **200**<sup>®</sup>

BEST MANAGEMENT SKILLS PROGRAMME

### MANAGEMENT SKILLS PROGRAMME

- Build productive and strategic working relationships
- Communicate effectively (both up and down)
- Motivate individuals and teams
- Provide practical job coaching
- Apply a range of leadership competencies
- Gather and present evidence in a hearing
- Resolve conflict
- Attract and retain talent
- Clarify roles
- Understand the principles of emotional intelligence
- Build high performance teams
- Understand leadership styles and shift paradigms
- Understand the principles of team dynamics and how to apply them
- Formulate and execute strategy
- Conduct individual performance discussions
- Analyse and provide feedback on a team's performance
- Manage poor performance
- Formulate proposals and make effective presentations
- Overcome resistance to change
- Give effective feedback
- Improve personal productivity and manage their time effectively

22 April 2016

DATE

  
FACILITATOR

A DYNA DESIGNED LEARNING PROGRAMME

**DYNA**<sup>®</sup>

