



# Prospectus 2013

## Centre for Learning

### MISSION STATEMENT

To develop ICT functional skills across business the delivery value chain and across all levels of operations at a cost advantage

### VISION STATEMENT

To be a leading, efficient and effective provider of ICT skills development solutions

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# School of Enterprise Management

## Faculty of Management Development

The Faculty of Management Development provides development to enable managers to unleash their true managerial potential. This management development will empower managers and emerging leaders to refine and grow effectively in managing their teams to achieve corporate goals.

The focus of the Faculty is to develop competence in a range of knowledge, skills, attitudes and values while ensuring practical, workplace application.

Course Titles	Duration
<b>Process Management</b>	
Process Management - An Introduction	1 Day
<b>Management Fundamentals</b>	
Fundamentals of an ICT Business	3 Days
Fundamentals of Business Operations	3 Days
Basic Problem Solving & Decision Making	2 Days
Being a Dynamic Team-player	2 Days
Fundamental Art of Communication	1 Day
Fundamental ICT People Skills*	2 Days
Fundamental ICT Personal Mastery Skills*	2 Days
Fundamental ICT System Thinking*	1 Day
Fundamentals of Financial Management	2 Days
Inter-Personal Supervisory Skills	3 Days
<b>Project Management</b>	
Project Management	5 Days
Project Management Introduction	1 Day

\* = Courses are Unit Aligned

### Programmes

Course Titles	Duration
<b>Management Excellence I Programme</b>	
Engaging the Manager	2 Days
The Coaching Manager	2 Days
The Empowering Manager	2 Days
The Leading Manager	2 Days
The Team Enabling Manager	2 Days
<b>Management Excellence II Programme</b>	
Business Impact Game	2 Days
Customer Centric Operations	4 Days
Functional Change Management	4 Days
Leadership Transitions & Man Practice	3 Days
Operational Excellence	4 Days
PME 2: Business Acumen - Orientation	AM
The ICT Business Environment	3 Days

**The following courses / programmes are available subject to terms and conditions.**  
**Enquiries must be directed to the Key Account Manager Abigail Sono [sonoat@telkom.co.za](mailto:sonoat@telkom.co.za)**

**Project Management**

*(Module ALPHA) Project Management: Princ*

*3 Days*

*Project Management Intermediate*

*3 Days*

*Introduction to Quality Control (B41)*

*1 Day*