

Diploma in Management and Administration

Pan Africa Skills & Consulting Ltd

Course Specifications

Mode of Study : Blended study mode

Location : Nairobi

Duration : 1 year

Course Summary

This Program is specially designed to produce competent, trained, professional, effective modern managers.

A good manager is a person set apart by his or her training, professionalism, technical and human/people skills, and with the abilities to guide the efforts of others: to plan, organise, direct, motivate, co-ordinate and control their activities so that the desired objectives of the department or enterprise are achieved in the most efficient and economical manner. This popular Program provides guidance and training on how to manage people, departments and organisations, as well as to administer teams and provide positive leadership. The Program covers a wide range of important topics which must be mastered for success in management and administration, and which provide a foundation for specialisation in specific management fields.

Mode of Study: Distance Learning
Course intake ongoing!

Course Outline

At the end of the course you should be able to know:

The meaning and purpose of modern management.

The functions of management and administration.

Managers and subordinates, maintaining good relations, communicating.

Team building, supervising work groups, team development.

The affect of an organisation's culture, the managers' affect.

The concepts and importance of quality control, setting and maintaining and standards.

Responsibilities and obligations of management to staff, customers, and the wider community.

Management of change; changes in activities with regards to seniority and increases in authority.

Structural organisation of businesses, organisation charts; delegation, workgroups, spans of control.

Effective communication, oral, unspoken, written; vertical and horizontal.

Two-way communication, removing communications barriers, external sources of communications.

The technical and human aspects of management and administration - the range of skills needed.

Strategy and planning: short-term and long-term, forecasting, setting standards.

Budgets, budgeting and budgetary control.

The business environment.

O & M studies - aims and assessment.

Leadership, styles and theories; improving leadership ability.

Manpower planning, work specialisation.

The steps, activities and managerial aspects of recruiting, selecting, inducting, training, remunerating and controlling personnel.

Management styles, teams and team management.

Aligning individual and organisational goals.

Motivational theory, motivational theorists, intrinsic and extrinsic motivation; relevance to management.

Industrial relations: trade unions, staff associations, joint consultation, collective bargaining.

Personnel policy, remuneration policy.

Health & safety, training and responsibilities, employee counselling.

Manager and employee development.

Admission Requirements

University Degree or
Diploma or
KCSE C- and above

Career Outcomes

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