

COURSE TITLE	MANAGING PEOPLE
COURSE AIM	Unless the business consists solely of the do-it-all owner, persons will be employed to perform the various functions of the business. The owner/manager must have good people management skills to ensure that all efforts converge on the attainment of business objectives. This module aims at assisting owners/managers to develop basic people management skills.
COURSE CONTENTS	<ol style="list-style-type: none"> 1. Problem solving and decision making 2. Customer care and quality of service 3. Business correspondence/mail handling 4. Time management 5. Information System and Technology in small firms 6. Health and safety 7. Productivity rates and their monitoring
DURATION	15 hours
SCHEDULE	Three times a week, 5.30pm to 8.30pm.
VENUE	At the ETC Training Complex in Hal Far.
INTENDED FOR	Owners/managers and prospective owners/managers of small business. Participants must be at least 16 years and be literate and numerate.
FEE	Nil
CERTIFICATION	The Institute will award Certificates to candidates who pass a final examination set by the Institute.

