

QUESTION	ANSWER
DO YOU HAVE 'OFF-THE-SHELF' MDC'S THAT CAN BE PRESENTED IN MY COMPANY?	<i>Although we do have simulations that can be presented in your company, we prefer to first ensure that the competencies we evaluate, as well as the situations in which we evaluate the competencies, are relevant to your company. We develop unique centres for most of our clients.</i>
WHAT IS A COMPETENCY?	<i>There are various definitions of 'competencies'. We define a competency as the cluster of visible behaviour, based on knowledge and skills, that are necessary for a person to perform effectively on the job. Each level of position in the organisation has a specific competency profile.</i>
WHAT IS THE DIFFERENCE BETWEEN AN ASSESSMENT CENTRE, A DEVELOPMENT CENTRE AND A LEARNING CENTRE?	<i>All three types of centres use simulations to elicit behaviour from delegates. However, Assessment Centres and Development Centres differ in their purposes. The purpose of an Assessment Centre is to select the most appropriate candidate from a group of candidates who have applied for a position. Candidates usually do not get feedback on their performance at an Assessment Centre. The purpose of a Development Centre is to identify development needs so that the future development of the delegate is focused. The delegate thus gets feedback on their performance and a Development Plan is drawn up. A Learning Centre is a type of Development Centre. The delegates get feedback during the centre itself. They also get theoretical input on the competencies evaluated at the centre.</i>
WHAT TYPE OF CENTRE DOES THE CONSULTANTS PRESENT?	<i>We present both Assessment Centres as well as Development Centres, depending on the needs of the client.</i>
WHY DO YOU CALL MOST OF YOUR CENTRES COLLABORATIVE CENTRES?	<i>A Collaborative Centre is a combination of Development and Learning Centres. In addition, the delegates classify and evaluate their performance together with a facilitator. The delegates therefore get immediate feedback on performance.</i>
WHERE DO YOU PRESENT THE CENTRES?	<i>The centres can be presented on site as well as off-site at a venue arranged by your company.</i>

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MANAGEMENT DEVELOPMENT CENTRES

The road to success as a successful manager.

Do you have aspirations to progress through the various levels of management?

Then you will benefit from attending a Management Development Centre - even if you are not certain whether you want to remain with management or to specialise in a particular field.



The Consultants
 ORGANIZATIONAL EFFECTIVENESS SPECIALISTS

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WHAT IS A MANAGEMENT DEVELOPMENT CENTRE (MDC)?	<i>The MDC is not just a course to be attended, but a process that empowers delegates to plan their development to realise their management potential. This process starts by delegates attending a two-and-a half to three day centre. The delegates go through various simulations to identify their current areas of management strengths and management areas that would benefit from development.</i>
ON WHAT LEVEL IS THE MDC PRESENTED?	<i>There are three levels, starting with the Supervisory MDC (First Line Managers), followed by the managers MDC (Middle Management) and ultimately the Senior/ Executive Managers MDC. The process is structured in such a way that delegates can start at the most appropriate level considering their skills and experience. Different competencies (skills and experience) are relevant to different levels of management and thus delegates will constantly learn new skills.</i>
WHAT FORMAT IS USED IN THE MDC's?	<i>Delegates are not lectured to, but together with their facilitators, evaluate their own behaviour during simulations of real-life management situations.</i>
WHAT ARE THE BENEFITS OF A MDC?	<i>The delegates' future management development focus on their unique development needs. Delegates understand why a competency is a development area and are therefore more committed to turning it into an area of strength. The overall development process is thus focused and results-orientated to provide a return on investment for all involved. Because the centres are collaborative, delegates get feedback throughout the process and learning takes place during the centre as well as thereafter.</i>
WHAT HAPPENS AFTER THE MDC?	<i>At the end of an MDC delegates receive a personal Management Development Plan. This plan formulates specific development areas and objectives. The delegates are able to implement practical development steps immediately. Shortly after delegates attending a centre, a Feedback Discussion with the delegates' direct line manager and representative from The Consultants takes place. During this session formal and informal training courses are identified as well as other appropriate training interventions. Follow-up Discussions take place every six months to monitor delegates progress until all their development areas have been addressed.</i>
WILL I HAVE THE SUPPORT OF MY LINE MANAGER?	<i>Yes. Your line manager will be present at the Feedback Discussion and the Follow-up Discussions. Your line manager will also assist you by giving you continuous feedback on how you integrate new skills into the normal course of your work.</i>

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I'M NOT SURE WHETHER I WANT TO BECOME A MANAGER OR IF I SHOULD RATHER SPECIALISE IN MY TECHNICAL FIELD. WILL IT NOT BE A WASTE OF TIME AND MONEY IF I ATTEND A MDC?	<i>The Supervisory MDC affords you the ideal opportunity to experience "a day in the life of a manager". Use this opportunity to make up your mind. Another advantage of going through the initial process is that you will walk away not only with the answer to that question but also with a Development Plan that will guide your career.</i>
CAN I ATTEND THE MDC AS AN INDIVIDUAL OR SHOULD MY COMPANY "BUY INTO THE PROCESS" FIRST?	<i>You can attend a MDC as an individual if there is a vacancy in an in-house MDC being presented at another company. However, for best results it is recommended that the process as a whole be implemented within the framework of an organisation.</i>
WHAT IS NECESSARY TO MAKE THE PROCESS A SUCCESS?	<i>Firstly the support from management (from executive management through to first line management). This includes your direct manager whose role it is to coach you "on-the-job" and to create the opportunity for you to get the appropriate exposure to be able to implement newly acquired skills. Secondly, the MDC process should be integrated with other Human Resource processes. As an example, you would need support from your organisation's Human Resource Development section to arrange the identified training interventions to take place. Thirdly, total commitment from yourself to implement your development plan.</i>
CAN ONE SEND 'PROBLEM PEOPLE' TO THE MDC TO 'SEE THE LIGHT'?	<i>The purpose of the MDC is to identify management development needs. It is the start of a focused development process, not a 'quick fix' to problems.</i>
MANAGEMENT IN MY COMPANY IS NOT PERFORMING WELL. WILL THE MDC SOLVE THIS PROBLEM?	<i>There might be more than one reason why management is not performing well in your organisation. It would first be necessary to identify the root cause of the problem, before the 'remedy' can be decided upon.</i>