

ABSTRACT

This study looks at the effect on staff work performance when managers lead seminars for their staff. It was anticipated that since managers are intimately acquainted with their own company and departmental objectives, they would be able to provide highly relevant training to their staff.

The research was conducted in two diverse organizations. The subjects were five managers and thirty-four staff members. The study sought the answers to five research questions. The first question focused on the conditions and expectations of the managers and their staff that favoured their participation in the manager-led studies. The second question ascertained the training needs and training objectives of the managers and teams. The purpose of the third question was to discover the competence of the managers in facilitating the seminars. The fourth sought responses from the managers and teams with respect to their perceived opportunities and challenges in participating in the seminars, and the fifth and final question sought to determine the effect of the seminars on the work performance of the managers and staff.

The study found that performance improvement was evident six months after the manager-led seminar programmes had been completed. There was a 65% reduction of the training needs identified before the manager-led seminars. Considerable progress had also been made toward the achievement of many performance objectives. The conclusion was that manager-led training, combined with post-seminar related training, can have a positive impact on work performance.