



# SUPERVISORY MANAGEMENT

NQF 3

**Programme**

Outline

- Unit standard no: 13917 Indicate the role of a team leader in ensuring that a team meets an organisation's standards
- Unit standard no: 13947 Motivate a team
- Unit standard no: 13914 Conduct a formal meeting
- Unit standard no: 8968 Accommodate audience and context needs in oral communication

## **PURPOSE OF THE TRAINING**

To provide newly-appointed junior managers with the ability to:

- understand the roles and functions of management
- understand and apply the theory and principles of motivation in a practical workplace environment
- handle both formal and informal business meetings
- understand and apply the principles of effective communication in one-to-one and group situations

## **DURATION**

1. 3 days of classroom instructional learning
2. Guided workplace learning to ensure practical application, including a formally-assessed knowledge test and portfolio of evidence.

		<b>Programme</b>
	<b>Topic</b>	<b>DAY 1</b>
	<p>Registration and introductions</p> <p><b>Course assessment requirements; principles of Outcomes-based Skills Development</b></p> <p><b>The Principles of Management</b></p>	
	<b>Topic</b>	<b>DAY 2</b>
	<p><b>The principles of practice of motivation in a work environment</b></p> <p><b>Managing informal and formal meetings at work</b></p>	
	<b>Topic</b>	<b>DAY 3</b>
	<p><b>Written, verbal and non-verbal communication in the workplace</b></p> <p><b>Practical exercises in communication and problem-solving skills</b></p> <p><b>Preparation for knowledge test and portfolio of evidence</b></p> <p><b>Course evaluation and question time</b></p> <p><b>POST-COURSE WORKPLACE ASSESSMENT</b></p> <ul style="list-style-type: none"> <li>• Workplace guides, appointment of mentors, preparation for knowledge test, and gathering structured evidence for portfolio of evidence</li> <li>• Summative assessment and declaration of competence</li> </ul>	