

Supervisory Management Training



GOLD
Investment Per Delegate: R 8 999.00
CLASS GROUP

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This training course is contributing 51 credits to a Generic Management Qualification Level 4 SAQA I.D. 57712

About the Training

Learning Outcomes

	Unit Standard Number	Unit Standard and Formative Assessment Activities	NQF Level	Credits
* Lead teams to achieve targets	242824	Apply leadership concepts in a work context	4	12
* Self management				
* Use time optimally				
* Present and motivate ideas	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
* Apply grievance procedures				
* Use a people-centred approach				
* Use appropriate leadership styles				
* Build teams in a changing environment	242819	Motivate and Build a Team	4	10
* Improve two-way communication				
* Conduct effective meetings	242811	Prioritise time and work for self and team	4	5
* Apply corrective action				
* Plan to improve efficiencies / reduce waste				
* Evaluate team performance	242817	Solve problems, make decisions and implement solutions	4	8
* Resolve conflict				
* Provide constructive feedback				
* Access relevant labour legislation				
* Provide practical job instruction				
* The basics of world class	242822	Employ a systematic approach to achieving objectives	4	10
* Use basic problem solving techniques				
* Lead and motivate diverse teams				

Target Audience:

- * This programme is intended for existing or newly appointed supervisors.

COURSE OUTLINE

The supervisory context and holistic development

- o How self-awareness is integral to being a good role-model to your team
- o Integrating challenges from the external environment with internal dynamics

Why organizations need managers and supervisors

- o Fundamentals of management
- o Clarifying each members role and cultivate skills needed
- o Encourage team to review their performance according to quality standards

Shift from the older to the new model of management

- o Moving from authoritarian models to empowering staff
- o Case study of a new manager practising old style methods
- o Managing people who were your peers

Accountability and supervisory effectiveness

- o Distinguishing between responsibility, authority and accountability

The basic management functions – planning, leading, organization & control

- o Planning: Forecasting, scheduling, budgeting and developing procedures
- o Leading: Decision-making, communicating, motivating and developing people
- o Organizing: Developing structures, delegating responsibility, building relationships
- o Controlling: Setting standards, measuring performance, correcting and praising

Build effective relationships and teams in the workplace

- o Understand self & diverse people within the SA context
- o Understanding my personality and how this impacts upon relationships with others
- o Simulation game which enables participants to reflect upon their style in teams

Understand different management styles.

- o Identify my own management style from five prototypes
- o Examining the strengths and weaknesses inherent in each style

Achieving results through planning and prioritizing

- o Understanding planning in a dynamic context
- o Setting realistic targets and schedules
- o Allocating resources responsibly

COURSE OUTLINE Cont'd

The supervisor as a facilitator

- o Observing group dynamics and identifying needs
- o Chairing meetings inclusively
- o Being open to receiving feedback for effective facilitation

Conflict resolution

- o Understanding my instinctive approach to conflict and how this impacts
- o Striving for win-win solutions through problem solving
- o Conflict scenario simulations

Delegation, feedback and listening skills

- o Overcoming barriers to delegation through stewardship
- o Giving and receiving feedback

Supervision, monitoring and control

- o Establish performance standards
- o Measure performance, checking deviations
- o Corrective actions or change standard

Monitoring time, finances and quality

- o How my attitude to time impacts upon deadlines and solutions to problems
- o Using a variance analysis to check budgets
- o Exploring quality planning, assurance and control

Motivating people

- o Understanding motivation theory
- o What demotivates me at work?
- o Preventing job dissatisfaction

Discipline in the workplace

- o DVD presentation of how not to conduct a disciplinary meeting
- o Conducting a disciplinary counselling session

Developing Myself

- o Developing a vision for your life
- o Developing a personal action plan

