

MANAGEMENT SKILLS FOR SUPERVISORS
Incl. Performance Management
2 Days

Virtual | Blended | Online | Classroom

(Credits gained towards a Further Education & Training Certificate: Generic Management, NQF 4)

1. UNIT STANDARD

Identify responsibilities of a team leader in ensuring that Organisation standards are met

Unit Standard: 242821
NQF Level: 4
Credits: 6

Manage individual and team performance

Unit Standard: 11473
NQF Level: 4
Credits: 8

2. PROGRAMME OVERVIEW

The transition to a supervisory role can be quite challenging for an employee. It requires a significant adjustment to the new circumstances and responsibilities. The **Management Skills for Supervisors** course focuses on imparting skills and behaviours that help managers and supervisors excel at their duties. All managers lead but not all leaders manage. Both are tasked with guiding, inspiring and motivating the teams around them.

This highly practical course covers key aspects of management: planning, leading, organising and controlling. It offers a forum where new managers, or aspiring managers can participate in growth groups and explore the skills and techniques they need in order to become effective managers.

Management Skills for Supervisors provides an understanding and application of management activities, managing teams and performance and delegates are encouraged to relate these concepts and practices learned to their own tasks and responsibilities.

Growing People...Building Talent...Creating Leaders

Accreditation and Certifications

*Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, IC DL, IMM,
MICT, MerSeta, BankSeta, ICB (Fasset), W&R, ETDP, Services Seta, LGSeta & Growing...*

3. LEARNING OUTCOMES

At the end of the **Management Skills for Supervisors** course, delegates will be able to:

- Align to the direction, vision, mission, values and objectives of an organisation.
- Describe the management activities (planning, leading, organizing, controlling) involved in running a business or business unit and apply them to real work-related situations
- Practice effective time management
- Run meetings effectively
- Perform root-cause analysis, problem-solving and decision-making
- Apply Team Management strategies and techniques
- Apply Performance Management strategies and techniques

4. TARGET AUDIENCE

The **Management Skills for Supervisors** course is intended for junior managers of business units or those aspiring for a supervisory role in a business unit. This includes team leaders, supervisors, first line managers and section heads: any position where the incumbent has others reporting to them.

5. OUTLINE

Module 1: Activities involved in running a successful business	Module 2: Management Principles
Direction, vision, values, mission and objectives of an Organisation Resources used in a business Management activities involved in running a business Responsibilities of a team leader	The Nature of Management Effective and Ineffective Managers Core Competencies of Effective Managers Management vs Leadership
Module 3: Self-management and Discipline (PLOC)	Module 4: Managing Others
Planning: Direction, vision, mission and setting objectives Organising: Structuring an organisation to work effectively Controlling: Maintaining good control and ways of assessing control effectiveness Self-assessment	Understanding different personality styles Growing and developing people Problem-solving Decision-making Delegation Time management for self and others
Module 5: High Performance Teams	Module 6: Performance Management
Distinguishing characteristics of effective teams Warning signs of teams in trouble The purpose and roles people play in teams Team SWOT analysis Setting objectives for teams	What is performance management and why is it important? Solving performance deviations Situational leadership Correcting performance Ways to build on excellent performance The GROW mentoring feedback model Evaluating

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6. PROGRAMME METHODOLOGY

All training interventions can be facilitated Virtually via Online, Customised Blended, Virtual Instructor Led and Face to Face

The programme is designed to run at a high level of participation and interaction, and delegates are involved in role-plays, rating exercises and case studies. Video clips are used for understanding and integration. The group leader ensures that delegates receive the direction and support they need to meet the demands which the programme makes for clear thinking and for demonstrating the practical application of principles discussed.

Upon completion, a report will be provided with the facilitator's feedback on the delegate's performance which identifies areas for further development.

7. THE NEXT STEP

On successful completion of a formal Portfolio of Evidence (PoE) credits are gained towards the following qualification:

Further Education and Training Certificate: Generic Management, NQF 4

You might also be interested in the following courses. Click on the course name to learn more.

Leadership Principles	Operational and Risk Management
Time, Priority and Stress Management	Negotiation around Conflict Situations

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