

SUPERVISORY MANAGEMENT- ACCREDITED

US 13912 / NQF Level 3 / 5 Credits

Get to grips with your responsibilities as a Supervisor, what's expected of you, how to cope with your responsibility, why you are accountable for your team's performance and most importantly, learn what you need to do and how best to do it, to ensure you succeed.

This course encourages delegates to reflect on the strengths and weaknesses of their team as well as themselves ensuring that they have the necessary skills to be accountable for their team's performance. Delegates are required to participate in class activities that are highly self-reflective.

WHO SHOULD ATTEND

- Team leaders
- Supervisors
- First line managers
- Managers of business units in larger organisations who have supervisory responsibilities
- Managers of small businesses who supervise staff

HOW YOU WILL BENEFIT

Delegates will learn that Supervisors and Team Leaders are important "leaders" in an organisation. As leaders, they have a responsibility for directing and leading their teams to the achievement of departmental and organisational goals. They will discover that they are required to influence the behaviours of others and will learn how they can achieve this positively through guidance, motivation, adherence to organisational values and by earning respect through setting a principled example.

Group dynamics will be explored and explained, allowing delegates to develop skills to identify and harness the collective strengths of their team members ensuring that the team becomes more effective as an aligned and focused unit, than as a collection of individuals. Aligned to this outcome, delegates will be empowered to recognise and deal with team dynamics and conflict.

Having understood personal responsibilities, team dynamics and leadership principles, delegates will learn how to set team goals and milestones collaboratively, ensuring that the goals are aligned to departmental and organisational objectives, and that they are measurable and monitored.

Fundamental to the above is an understanding of the basic rights and responsibilities of both the employer and employee. To this end, delegates will be introduced to legislation that impacts upon their role and how they apply it in the workplace.

PTO For Table of Contents

Two Day Course

8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtc.co.za or (031) 267 1229 for bookings and further information

WHAT WILL BE COVERED

Module 1 Understand yourself as a worker in a specific work position	Module 2 Identify own role in an organisation
<ul style="list-style-type: none"> • Identify personal strengths and weaknesses, based on self-reflection and feedback • Compile a personal development plan to strengthen own performance with a view to becoming a role model for a team or group 	<ul style="list-style-type: none"> • Interpret the organogram of your organisation and give an indication of your place in the organisation • Understand the organisation's expectations of a Supervisor/Team Leader and give an indication as to how performance is monitored and measured • Explore values and attitudes with reference to an organisation's code of ethics or conduct • Understand the effect of the code of conduct on decisions a team leader may make

Module 3 Use strategies to deal with potential conflict in a team	Module 4 Understand the dynamic within a specific group	Module 5 Develop a plan of action to enhance team performance
<ul style="list-style-type: none"> • Identify the kinds of conflict that could arise in a team or group and demonstrate strategies to deal with issues in role-play situations • Explore strategies for creating a positive working environment in a team or group and understand the role of a team leader/supervisor in creating a positive work environment. • Identify situations that hamper efficiency in a group and develop ways to improve these situations • Identify support systems available to the team and explore own role in being supportive and using a support system 	<ul style="list-style-type: none"> • Learn to identify the strengths and weaknesses of a group or team based on reflection and team performance • Learn to identify the strengths and weaknesses of individuals within a group or team in order to decide on an appropriate management strategy • Learn to identify situations that are a cause of concern or dissent in a group or team and develop a plan to minimise their negative effect on the team • Learn to identify positive situations in a group or team and develop a plan to maximise the effect on the team's performance 	<ul style="list-style-type: none"> • Set goals appropriate to the team in order to improve performance within a specific organisation • Develop a plan of action as a means of achieving group or team goals • Explain the importance of consultation and joint decision making in setting team or group goals and give an indication of how a team can be involved in a goal setting process • Learn to monitor progress in the implementation of team goals and give an indication of when and how it may be necessary to amend the plan

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