

SUPERVISORY SKILLS

A **SERVICES SETA ACCREDITED** SKILLS PROGRAMME WITH



— SIGNIFY —

LEARNING ACADEMY

where learning becomes a journey

UNIT STANDARDS COVERED

UNIT STANDARD NAME	UNIT STANDARD ID	NQF LEVEL	CREDITS
Identify responsibilities of a team leader in ensuring that organisational standards are met	242821	NQF 4	6
Induct a member into a team	242812	NQF 3	4
Identify and explain the core and support functions of an organisation	242814	NQF 3	6

SKILLS PROGRAMME PURPOSE

This skills programme explores the role of the team leader in ensuring that the team meets organisational, departmental or team standards.

The qualifying learner is capable of:

- Contracting with a team to obtain commitment
- Creating awareness of career opportunities in an organisation
- Explaining how performance is monitored
- Explaining the purpose of a team
- Explaining the role of a selected work unit in an organisation, in relation to the core business
- Explaining the role of a team leader
- Explaining the support functions of an organisation
- Explaining the various core functions of an organisation
- Introducing a new member
- Investigating and explaining the difference between line and support functions in an organisation
- Monitoring the achievement of team objectives
- Preparing to receive a member on a team

WHO SHOULD ATTEND?

This skills programme is intended for Team Leaders, Supervisors and Junior Managers of organisations.

COURSE OUTLINE

MODULE 1 – CORE BUSINESS

- What is a business?
- Core business
- Core activities
- Support functions
- Relationships between core activities
- Terminology
- The business process
- Business systems and the business process
- Time
- Cost
- Scope
- The project management cycle
- 12 steps to project management success

MODULE 2 – CORE ACTIVITIES

- Business processes
- Small businesses
- Medium to large businesses
- Organisation structure
- Smaller Business
- Organogram

MODULE 3 – WORK UNIT ROLES

- Project Structure and Organisation
- Why, What, How?
- Roles
- Process or functionally structured team

- Process structured team – with detail
- Resource Pool structure

MODULE 4 – LINE AND SUPPORT FUNCTIONS

- Function of a selected work unit
- Departments, sections, components
- Categories
- Functions
- Adding value
- Interrelationship

MODULE 5 – ROLE OF THE TEAM LEADER

- The Roles and Responsibilities of a Leader
- Job description
- Achieve the task
- Effective Team Leading
- Key Areas of Leadership
- Developing Individuals
- Building the team
- Get To Know Each Team Member
- Guidelines for motivation
- Rewarding Successful Team Performance
- Treat Other People with Empathy
- How to Become a Leader
- Organising workers into teams
- Groups in organisations
- Why are groups formed?
- Formal and informal groups in organisations
- How management can use groups in organisations
- Developing groups into teams
- Team Development
- Stages of Team Development

- Recruiting the Team – Harnessing Team Skills
- Creating high performance teams
- Characteristics of Effective and Ineffective Teams
- Management of Team Behaviours

MODULE 6 – PURPOSE OF THE TEAM

- What Is A Team?
- Groups versus Teams
- The Structure of Teams
- Purpose of a team
- Teams in the business environment
- Team Roles
- Tips for successful teamwork
- Where to start
- Your Responsibilities as a Team Member
- Individual Contributions to the Team

MODULE 7 – CONTRACT WITH TEAM MEMBERS TO OBTAIN COMMITMENT

- Contract with team members
- The Standard of Performance Required Of a Team
- Standards and objectives
- Create a positive work environment
- Allocate work in a participative manner
- Negotiate short term objectives for a team
- Identify Individual Roles of Team Members
- Ensure That Team Members Understand Their Roles, Responsibilities and Accountabilities

MODULE 8 – MONITOR PERFORMANCE

- Implement plans
- Standard operating procedures
- Anticipate problems
- SWOT analysis
- Contingency plans

- Monitor Progress
- Establish Standards of Performance
- Evaluate Deviations
- Take Corrective Action
- Measure Performance
- Assessing the performance of individual team members
- Feedback skills

MODULE 9 – RECEIVE A MEMBER

- The Induction Process
- Defining induction
- Objectives of Induction
- Induction Programme
- A check list for the induction programme
- Induction Officer

MODULE 10 – INTRODUCE A NEW MEMBER

- Introducing the New Employee
- Policies and Procedures
- Other organisation procedures

MODULE 11 – MONITOR THE PERFORMANCE OF THE TEAM

- Performance Targets of the Team
- Teams
- How to manage team behaviours
- To summarise the procedure to follow for an effective team
- Explain performance targets to the new employee
- Responsibilities of the Team and Team Members
- Explain the responsibilities of the team

MODULE 12 – CAREER OPPORTUNITIES

- Career Development
- Definition of careers
- Career challenges facing organisations today
- Career paths
- Managing your Career

- Work, job satisfaction and mental health
- Understanding business culture and its underpinning values
- Your career path and having realistic expectations and setting achievable goals
- The Career Ladder
- Responsibility for Own Learning
- Managing your Work
- Seeking Feedback
- Receiving feedback
- How to ask for help or guidance
- Personal goal setting
- What are your objectives in life?

DURATION



7 Days

LOCATION



Public (at our premises in Centurion) – An individual attending
or

On-site (at your company premises) – A minimum number of learners, please enquire

CERTIFICATION / RECOGNITION



Upon completion, the learner will receive a Certificate of Attendance. Upon verified Competence, the learner will receive a Certificate of Competence from the Services Seta.

SIGNIFY ENTRY REQUIREMENTS

Learners should be competent in:

- Communication at NQF Level 3

- Mathematical Literacy at NQF Level 3
- Computer Literacy at NQF Level 3

ARTICULATION

Credits obtained during this skills programme will contribute towards qualification 57712, FETC: Generic Management, LP 47630, Level 4.

CONTACT US



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