



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

The practical Skills Programme, at an NQF level 3, is for junior managers and individuals working in organisational teams, who want to contribute more effectively to the running of an organisation.

The programme covers the structure and purpose of specific teams, the roles and responsibilities of team members, factors that impact on the success of teams, communication skills for handling and resolving conflict, how people behave in conflict situations, the different stakeholders and their roles in a typical organisation, organisational employment policies and procedures and employment agreements.

## Target Audience

The skills programme is aimed at supervisors, shop stewards and junior managers. It is suitable for any individual wanting to work more effectively in a team, resolve conflict more successfully and understand employment relations.

## Entry Requirements

- Competence in Communication at NQF level 2.

## Additional Requirements

- Access to workplace activities.
- Access to a workplace mentor.
- Access to a PC, software and the internet where online learning is required.

## Management & Leadership

# Operate in a Team

SERVICES SETA Statement of Results

SP ID: SP SIY017-1/19

NQF Level: 3

Credits: 10

## Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Operate in a Team, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the programme, you will be able to:

- Operate in a team and evaluate the success of a team.
- Understand the structure of a team and the roles and responsibilities of team members.
- Consider external factors that influence a team's success.
- Describe the structure of an organisation and its influence on team members.
- Identify, handle and resolve conflict situations in the workplace.
- Understand the difference between feelings/emotions and actual problems in conflict situations.
- Understand stakeholders and their roles in an organisation.
- Explain organisational policies and procedures related to employment.
- Understand employment related agreements.





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## Course Content

**Skills Programme: Operate in a Team**  
**Accreditation Body: SERVICES SETA**

| Programme ID: SP SIY017-1/19  
| NQF Level: 3 | Credits: 10

### Unit Standard 8420: Operate in a Team

- Identify the structure and purpose of a particular team
- Describe and carry out the roles and responsibilities required to work in a team
- Identify and explain factors affecting a team within workplace and learning environments
- Describe the workplace and learning environment in an organisation
- Review the effectiveness of a team

### Unit Standard 9533: Use Communication Skills to Handle and Resolve Conflict in the Workplace

- Demonstrate an understanding of different conflict situations in the workplace
- State and explain the difference between feelings and an actual problem
- Handle and resolve a conflict in the workplace

### Unit Standard 10170: Demonstrate Understanding of Employment Relations in an Organisation

- Demonstrate understanding of the various stakeholders and their roles in an organisation
- Demonstrate understanding of organisational policies and procedures related to employment
- Demonstrate understanding of employment related agreements

## Our Accredited Organisations



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PROSERV  
SOUTH AFRICA



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DEVELOP - EMPOWER - GROW

