



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The Skills Programme, Supervisory Skills is Unit Standard aligned. It is aimed at supervisors and junior managers who need insight into leading and motivating team members for improved performance.

The programme covers the core activities that relate directly to inducting and introducing a new member into a team, monitoring performance, creating awareness of career opportunities, types of records a team leader needs to keep, recording team performance and keeping the relevant data.

Delegates will learn how to prioritise time, create task lists and maintain a diary, motivate and build a team, give feedback and use leadership techniques within a work environment.

Target Audience

The skills programme is aimed primarily at junior managers, supervisors and team leaders who require a better understanding of managing and leading teams.

It is suitable for individuals who need to ensure they and their teams perform optimally.

Entry Requirements

- Competence in Communication at NQF level 3.
- Competence in Mathematical Literacy at NQF level 3.

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

Supervisory Skills Development

SERVICES SETA Statement of Results

SP ID: SP/SIQ/SSD04

NQF Level: 4

Credits: 35

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, Supervisory Skills, 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:

- Apply and evaluate leadership techniques.
- Explain the importance of motivating a team and apply theories of motivation and group dynamics.
- Explain the concepts of leadership and management.
- Create, implement and maintain a personal and team task list, maintain a diary and prioritise personal and team tasks and implement action plans.
- Explain how performance is monitored and create awareness of career opportunities in an organisation.
- Explain why organisations record and keep information on team members.
- Identify and describe the type of records a team leader keeps and record performance and performance data.





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Course Content

Supervisory Skills Development Accreditation Body: SERVICES SETA

| Programme ID: SP/SIQ/SSD04
| NQF Level: 4 | Credits: 35

US 242812: Induct A Member Into A Team

- Preparing to receive a member on a team.
- Introducing a new member.
- Explaining how performance is monitored.

US 242820: Maintain Records For A Team

- Identifying and describing the type of records a team leader is required to keep.
- Recording team performance against agreed targets.
- Recording performance data.

US 242811: Prioritise Time And Work For Self And Team

- Creating, implementing and maintaining a personal and team task list.
- Using and maintaining a diary.
- Prioritising personal and team tasks.
- Implementing and maintaining a task list.

US 242819: Motivate And Build A Team

- Explaining the importance of motivating a team.
- Demonstrating an understanding of self and team members in a workplace.
- Applying theories of motivation and group dynamics.
- Implementing a plan of action to strengthen a team.
- Providing feedback and recognising achievements.

US 242824: Apply Leadership Concepts In A Work Context

- Explaining the concept of leadership.
- Differentiating between the concepts of leadership and management.
- Applying leadership techniques to individuals and teams within the work context.
- Evaluating the impact of leadership techniques applied.

Our Accredited Organisations



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