



SUPERVISION FOR ENERGISED WORKTEAMS

NATIONAL CERTIFICATE: GENERIC MANAGEMENT

NQF LEVEL 3 / CREDITS: 120

Learning programme 83964 recorded against National Certificate 23654

Learnership Code: 23Q230027371203

PURPOSE

This qualification aims at equipping every first-line manager with the essential knowledge and skills necessary to:

- Develop, lead and inspire productive workplace teams.
- Ensure that all team members are developed to their full potential.

The manager of the first-line manager needs to coach his/her first-line managers, and is, as such, involved in the programme. A simple-to-use benchmarking system forms the basis for ongoing coaching and development.

CONTENT

MODULE 1: Mini-Business Manager

Establishing the team as a mini-business, and managing the team as a business with its own goals, customers, and suppliers, etc.

MODULE 2: Team Leader

Providing the first-line manager with the knowledge and skills necessary to lead and motivate an outstanding team.

MODULE 3: Team Coach

Strengthening coaching skills to develop both the team, and individual team members for continuous improvement.

MODULE 4: People Manager

Focusing on people management skills for achieving results, and the best performance from the team.

MODULE 5: Workplace Relations Builder

Developing productive relations with team members, the unions, colleagues, and other management levels.

MODULE 6: Effective Communicator

Communicating clearly and effectively with the team, colleagues, and other management levels.

MODULE 7: Understanding the Workplace

Discussing organisational and business sector structures.

MODULE 8: HIV/AIDS in the Workplace

Providing the first-line manager with an understanding of HIV/AIDS.