



ENERGISED LEADERSHIP

## NATIONAL CERTIFICATE: GENERIC MANAGEMENT

NQF LEVEL 5 / CREDITS: 162

Learning Programme 60269 recorded against National Certificate 59201

Learnership Code: 23Q230073291625

PURPOSE

This qualification is designed to enable a person to manage first-line managers in an organisational entity. First-line managers may include team leaders, supervisors, junior managers, section heads, and foremen. The focus of this qualification is to enable learners to develop competence in knowledge, skills, attitudes, and values.

CONTENT

### MODULE 1: Leadership

Strengthening one's own understanding of leadership. Becoming a coach to first-line managers, and assisting them in establishing effective mini-businesses to monitor performance, and developing team members. To be able to do this, an understanding of team dynamics is strengthened to promote team effectiveness.

### MODULE 2: Managing Innovation

Focusing on establishing an environment conducive to innovation through creative thinking, within the context of environmental change.

### MODULE 3: Managing Relations

Devising and applying a strategy to establish constructive relationships, and expanding a professional network. Demonstrating an understanding of the relationship between values, ethics, and an organisational culture, and its impact on achieving goals and objectives. Dealing with disagreements and conflicts arising, as well as similarities and differences.

### MODULE 4: Managing Knowledge

Analysing and developing a knowledge management implementation plan for a unit. Understanding and developing contingency plans for managing risk.

### MODULE 5: The Practice of Management

Monitoring, measuring and evaluating the achievement of goals and objectives. Engaging with stakeholders in analysing problems, and developing solutions. Demonstrating an understanding of the key concepts of managerial finance.

### MODULE 6: General Management (Specialisation)

Improving knowledge and skills in the following streams of management:

- Promoting a learning culture in the organisation.
- Demonstrating an understanding of the macro-economic principles as they apply to SA.
- Evaluating current practices against best practices.
- Developing ways of dealing with the impact of dreaded diseases, and in particular, HIV.
- Interpreting and managing conflicts in the workplace.
- Explaining the impact of organisational wellness on a business environment, and indicating a strategy for a business unit.