



SKILLS DEVELOPMENT MANAGER

## NATIONAL CERTIFICATE: GENERIC MANAGEMENT

NQF LEVEL 5 / CREDITS: 163

Learning Programme 66069 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: Skills Development and Workplace Learning

- Adjusting the approach in an organisation from that of training, to learning.
- Developing the learning infrastructure required for skills development implementation.
- Understanding the features that must be in place for a company to become a skills development service provider.
- Developing a strategy that links skills development to potential retrenchments.
- Coordinating planned skills development interventions in an organisation.
- Gathering and analysing information for individual career planning.
- Monitoring individual career progress.

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