

Supervisory Empowerment Programme II

NOF LEVEL 4 – 29 CREDITS

This highly successful programme is a skills programme for any individual who is, or wishes to be involved, in a supervisory or management environment. The programme combines principles of our highly successful SEP with Supervisory Skills – an accredited short skills programme with the Services Set. The focus of this qualification has been designed to enable learners to be competent in a range of management skills.



The objectives of the course are the following:

- 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
- Explaining the role of a team leader.
- Explaining the purpose of a team.
- Contracting with a team to obtain commitment.
- Monitoring the achievement of team objectives
- Specifying objectives.
- Formulating a plan.
- Co-ordinating people and other resources.
- Implementing the plan to meet objectives.
- Evaluating results and making corrections and improvements.
- Defining a problem.
- Investigating the problem.
- Generating problem solutions.
- Implementing problem solution.
- Evaluating the effectiveness of the solution

TARGET GROUP:

Supervisors, Team Leaders, Section Heads, Newly Appointed Managers, Trainee Managers, Promotional candidates

COURSE CONTENT:

Module One: Time Management and Prioritising

Learning subjects:

- Time and Self Management
- Effectiveness and Efficiency
- Balance in our Lives
- Roles
- “First things first” – Prioritising
- Using a diary/ planning

Objectives:

- Learn how to plan and achieve work-life balance
- 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

SAQA ID	Unit Standard Title	Level	Credits
242811	Prioritise time and work for self and team	4	5



Module Two: Problem Solving and Continuous Improvement

Learning subjects: <ul style="list-style-type: none"> • 3 Types of Organisational Problems • 5 Step Problem Solving Sequence • Attitudes and Beliefs • Being analytical and creative • Initiative and decision making • Implementation 		Objectives: <ul style="list-style-type: none"> • Defining a problem. • Investigating the problem. • Generating problem solutions. • Implementing problem solution. • Evaluating the effectiveness of the solution 	
SAQA ID	Unit Standard Title	Level	Credits
242817	Solve problems, make decisions and implement solutions	4	8

Module Three: Teamwork and Roles and Responsibilities of Team Leaders

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Learning subjects: <ul style="list-style-type: none"> • Roles and Responsibilities of Supervisors • Principles of Teamwork • Involvement and Commitment • Developing Trust in Teams • Principles of Performance Management (KPA's/KPI's) 		Objectives: <ul style="list-style-type: none"> • Explaining the role of a team leader. • Explaining the purpose of a team. • Contracting with a team to obtain commitment. • Monitoring the achievement of team objectives • Monitoring the achievement of team objectives 	
SAQA ID	Unit Standard Title	Level	Credits
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6

Module Four: Strategy, Goals and Objectives

Learning subjects: <ul style="list-style-type: none"> • Visioning and Strategy • Goal setting • Personal and Professional Development Planning 		Objectives: <ul style="list-style-type: none"> • Specifying objectives. • Formulating a plan. • Co-ordinating people and other resources. • Implementing the plan to meet objectives. • Evaluating results and making corrections and improvements. 	
SAQA ID	Unit Standard Title	Level	Credits
242822	Employ a systematic approach to achieving objectives	4	10

Module Five: People Skills

Learning subjects:

- Identifying your personality traits through Disc-based Profile Performance Indicator™
- Understanding Human Motivation
- Effective Interpersonal Communication
- Conflict & Values
- Empathic Listening Skills

Objectives:

- Identify 4 types of personalities, and learn how to adapt and work with others
- Recognise needs and wants that motivate staff
- Learn how to deal with conflict
- Apply empathic listening skills to understand others.



The **PPI™** is a DISC oriented assessment measures the productivity tendencies of quality work, initiative, teamwork, and problem solving. It also predicts how people respond to job related stress, frustration, and conflict, as well as their motivational tendencies. **Profiles Performance Indicator™** provides management with information they can use to individualize training and motivational efforts, and communicate more effectively with the people they lead. It provides feedback to help your organization build productive teams, develop effective managers, and ease frustrations and interpersonal conflict.

3 REPORTS: 1) Personal Report, 2) Management Report and 3) Graph Report

METHOD OF PRESENTATION:

- Course Manuals; Facilitation; Assessments; POE's, Participative Involvement; Practical Exercises; Role Plays; Projects; Follow up Sessions as a per arrangement.

COURSE DETAILS:

Date: 20th, 21st, 22nd and 23rd of February 2012

Venue: To be confirmed (Durban)

Cost of Course: R5 800.00 per person (excl VAT)

Facilitator:



Anil Salick is the founder and managing member of Synergistic Outcomes. With a 16 year career in personal, professional and organisational development, Anil expresses his talents through leading, facilitation, speaking engagements, training, consulting and writing. Anil loves being an inspiration to others of possibility, change, open-mindedness, progression, taking responsibility and making things happen. Anil and his team work with small, medium and large sized corporations, as well as governments in South Africa, Zambia, Namibia, Swaziland, Botswana, Malawi, Nigeria and Tanzania.

