

# SUPERVISORY DEVELOPMENT PROGRAMME



The Supervisor role is a core component in the leadership chain. They have the greatest impact over the largest number of people and their support is essential when implementing strategy. It is vital to develop supervisors into effective leaders.

## You will learn about

- Planning, organising, leading and controlling activities
- Fitting into the bigger business picture
- Applying yourself in different environments and situations
- Improving team performance by understanding your role and team dynamics
- Dealing with conflict situations in a constructive manner

## Recommended programme modules:

### Knowing yourself

Unit standard title	U/S ID	NQF Level	Credits
Apply knowledge of self in order to make a life decision	120308	2	3

### Managing yourself and your team

Unit standard title	U/S ID	NQF Level	Credits
Apply knowledge of self and team in order to develop a plan to enhance team performance	13912	3	5
Use communication skills to handle and resolve conflict in the workplace	9533	3	3

### Introduction to management principles

Unit standard title	U/S ID	NQF Level	Credits
Explain the individual's role within business	12466	2	4
Plan, organise, lead and control activities	244449	3	10

## Build your own:

In addition to the recommended programme, you can add or substitute the following modules to craft your own unique offering

### Assertiveness and Conflict Management

Unit standard title	U/S ID	NQF Level	Credits
Use communication skills to handle and resolve conflict in the workplace	9533	3	3

### Induct a new team member

Unit standard title	U/S ID	NQF Level	Credits
Induct a new team member into a team	242812	3	4

### On-the-job coaching

Unit standard title	U/S ID	NQF Level	Credits
Perform on-to-one training on the job	117877	2	4
Apply basic written and oral communication skills	11803	2	10

## KEY WORDS

Plan Business    Organise Performance    Lead Team    Control Self

## FAST FACTS

9 Days (recommended modules) NQF Aligned  
 Target Audience: Supervisors, Team leaders, Office managers, Newly appointed managers  
 (B upper – C lower)

