

SUPERVISORY ORIENTATION PROGRAMME



The Supervisory orientation programme delivers a rich framework within which learners can explore their potential as supervisors, and develop skills to become competent team leaders. This programme looks at self-knowledge, problem solving skills, delegation and leadership.

You will learn to

- Maximise use of time
- Manage anger to enhance personal effectiveness
- Organise oneself for work
- Apply stress management techniques
- Discuss the rights of an employee within the workplace: Rights with respect to language, safety and culture
- Identify and explain the structures, culture and procedures and concepts within an organisation
- Understand aspects associated with how a business functions such as customers, deadlines, markets, quality, profit, environment
- Reflect on the individual's role within the organisation

Recommended programme modules:

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	2	10

Self and stress management

Unit standard title	U/S ID	NQF Level	Credits
Apply self-management practices	14776	2	8

Build your own:

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

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

Customer service

Unit standard title	U/S ID	NQF Level	Credits
Apply the basic skills of customer service	114974	2	2

Basic business ethics

Unit standard title	U/S ID	NQF Level	Credits
Apply basic business ethics in a work environment	113924	2	2

KEY WORDS

Plan Organise Lead Control Coaching
Self-knowledge Customer service

FAST FACTS

7 Days (recommended modules) NQF Aligned
Target Audience: (B lower – C lower)

