



MQA SKILLS PROGRAMME: Intermediate generic management (NQF 3)

The objective of the programme is to build the knowledge and skills of supervisors to effectively manage, lead, supervise and achieve results through their team members. It focuses the learner more on “leading others” than “leading self”.

Learners will learn to:

- Identify strengths and weaknesses of team members to determine most appropriate management strategy
- Communicate effectively
- Identify and apply basic management activities, functions and tasks (i.e. planning, organising, controlling, leading, motivating)
- Apply the decision-making process to make personal- and management decisions
- Coach team members to improve performance
- Improve team performance by understanding themselves, their role and team dynamics
- Deal with conflict situations constructively
- Prioritise tasks and drawing up work schedules
- Use and maintain a diary for time management
- Obtain commitment from the team to adhere to organisational standards
- Contract, monitor and evaluate performance against objectives and standards
- Maintain relevant records
- Induct a new member of a team

Programme modules

Listed in the suggested order of roll-out

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

Management principles

Unit standard title	U/S ID	NQF Level	Credits
Describe and apply the management functions of an organisation	14667	4	10
Investigate and explain the structure of a selected workplace or organisation	242814	4	6

Coaching and mentoring

Unit standard title	U/S ID	NQF Level	Credits
Coach a team member in order to enhance individual performance in work environment	113909	3	5

Assessor-on-site (optional, but strongly recommended)

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

Time and diary management

Unit standard title	U/S ID	NQF Level	Credits
Prioritise time and work for self and team	242811	4	10

Team leadership and performance

Unit standard title	U/S ID	NQF Level	Credits
Identify responsibilities of a team leader in ensuring that organisational standards are met	242821	4	6
Maintain records for a team	242820	4	4

KEY WORDS

Plan Organise Lead Control Coaching
Business Performance Team Self

FAST FACTS

17 Days NQF Aligned
Target Audience: Newly appointed / inexperienced managers.
(C lower – C upper)

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