SUPERVISORY MANAGEMENT
US 13912 / NQF Level 3 / Non-Credit Bearing

Being a Supervisor or Team Leader is about being responsible for supporting the team to perform at their best. This course helps supervisors to understand what is expected of them, why they are accountable for the team's performance and, most importantly, the skills and behaviours required to achieve great results.

This course encourages participants to reflect on the strengths and weaknesses of their team as well as themselves. The course will explore the necessary skills to enhance both the team's task performance and their behaviours and attitudes. Participants will engage in class activities that are self-reflective and practical.

WHO SHOULD ATTEND
- Team Leaders, Supervisors and First-line managers
- Managers of business units in larger organisations who have supervisory responsibilities
- Managers of small businesses who supervise staff

HOW YOU WILL BENEFIT
- Participants will learn that Supervisors and Team Leaders are important "leaders" in an organisation. As leaders, they have a responsibility for directing and leading their teams to the achievement of goals
- Enhanced confidence to influence team behaviours through guidance, motivation, and adherence to organisational values and respectful behaviours
- Improved team performance, reduced conflict, and greater accountability.

WHAT WILL BE COVERED
- Enhancing self-awareness to be able to identify strengths and weaknesses of own performance
- Your role in the organisation
- Defining expectations of self and team
- Importance of monitoring performance
- Creating an understanding of organisational values and ethics and how they should influence behaviour, attitude and decision-making
- Using the code of conduct to establish behavioural expectations
- Enhancing the team's attitude
- Dealing with conflict: how to minimise and how to mediate when it does escalate
- Create positive and healthy working environments
- Support systems that are used to induct, train, coach and support the team
- Analysing the team's strengths and weaknesses
- Create a plan of action to improve team performance
- Goal and objective setting (create plans)
- Monitor implementation, evaluate performance and revise plans.

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Two-day course 08:30 -16:00
Tel: (031) 267 1229
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Module 1 Understand yourself as a worker in a specific work position	Module 2 Identify your role in an organisation
• Identify personal strengths and weaknesses, based on self-reflection and feedback • Compile a personal development plan to strengthen own performance to become a role model for a team or group	• Interpret the organogram of your organisation and indicate your place in the organisation • Understand the organisation's expectations of a Supervisor/Team Leader and indicate how performance is monitored and measured • Explore values and attitudes with reference to an organisation's code of ethics or conduct • Understand the effect of the code of conduct on decisions a team leader may make

Module 3 Use strategies to deal with potential conflict in a team	Module 4 Understand the dynamic within a specific group	Module 5 Develop a plan of action to enhance team performance
• Identify the kinds of conflict that could arise in a team or group and demonstrate strategies to deal with issues in role-play situations • Explore strategies for creating a positive working environment in a team or group and understand the role of a team leader/supervisor in creating a positive work environment. • Identify situations that hamper efficiency in a group and develop ways to improve these situations • Identify support systems available to the team and explore your role in being supportive and using a support system	• Learn to identify the strengths and weaknesses of a group or team based on reflection and team performance • Learn to identify the strengths and weaknesses of individuals within a group or team to decide on an appropriate management strategy • Learn to identify situations that are a cause of concern or dissent in a group or team and develop a plan to minimise their negative effect on the team • Learn to identify positive situations in a group or team and develop a plan to maximise the effect on the team's performance	• Set goals appropriate to the team to improve performance within a specific organisation • Develop a plan of action as a means of achieving group or team goals • Explain the importance of consultation and joint decision making in setting team or group goals and indicate how a team can be involved in a goal-setting process • Learn to monitor progress in the implementation of team goals and give an indication of when and how it may be necessary to amend the plan

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