



Learnerships



Skills
Programmes

Supervisory Techniques - Skills Programme NQF 4 Breakdown

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Name of Module	Unit Standards covered	NQF Level	Duration	Approval Number
Supervisory Techniques	10981 – Supervise work unit to achieve work unit objectives (individuals and teams) (12) 11473 – Manage individual and team performance (8) 13914 – Conduct a formal meeting (3) 14609 – Participate in conflict management (4)	4	5 Days	MERSETA SP 0075/06-17

Purpose of this programme:

This programme is designed to equip current and potential supervisors and team leaders with the following skills:

- Teams and Team Management
 - Motivating Teams
 - Prepare to receive a member into a team
 - Introduce the new member of the team
 - Explain how the performance of a team is monitored
 - Manage interpersonal team processes to achieve required outputs.
- Formal Meetings
 - Prepare for a meeting
 - Conduct a meeting
 - Demonstrate techniques to deal with differing views during a meeting
 - Distribute records for a meeting
- Performance & Setting Goals
 - Set performance goals and measures
 - Formulate development plans
 - Monitor and evaluate performance
 - Evaluate achievement of work unit objectives
- Corrective Actions
- Supervisor Skills

- Role of the Supervisor
- Qualities of Supervisors
- Supervisory Skills
- Plan, organise and allocate work.
- Understanding Different Cultures
- Conflict Management
 - Reasons for Conflict
 - Traditional sources of conflict
 - Discrimination (gender, race, language)
 - Methods to deal with Conflict
 - Participate in a conflict resolution / management process
 - Evaluate conflict resolution / management process
 - Monitor and respond to conflict resolution / management process

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