

SUPERVISORY TRAINING

The course should be accredited and be NQF Level 4 or 5

TERMS AND CONDITIONS

- Training to be held at the ARC – VIMP
- Venue and catering is for the ARC to cover
- 30 employees will participate on the programme
- Travelling for the Facilitator is not covered by the ARC
- Training Provider to supply all the training materials
- The cost includes manuals, marking, assessment and certificates
- On completion of the training, the learners will receive attendance certificates
- On successful completion of the POE's, the learners must receive the certificate.

COURSE OBJECTIVES

- This course is designed for newly appointed managers, supervisors, and team leaders, providing them with tools to achieve sustainable organizational goals, set clear outputs, and improve performance and productivity.
- It explores skills and behaviours for managing oneself and building high-performing teams, addressing key challenges and offering supervisory and management tools.

COURSE OUTLINE

- The supervisory context and holistic development
- Shift from the older to the new model of management
- Accountability and supervisory effectiveness
- The basic management functions –planning, leading, organisation & control
- Build effective relationships and teams in the workplace
- Understand different management styles.
- Achieving results through planning and prioritising
- The supervisor as a facilitator
- Conflict resolution
- Delegation, feedback and listening skills
- Supervision, monitoring and control
- Motivating people
- Discipline in the workplace
- Self-Management

COURSE OUTCOMES

- The Course need to emphasize the importance of understanding supervisory context, understanding the shift from older to new management models, and the role of accountability.
- It also highlights the need for effective team relationships, understanding different management styles, problem analysis, facilitation, conflict resolution, delegation, feedback, and communication.
- It also emphasizes managing time, finances, and quality, understanding different personality types, and taking ownership of one's own growth and development as a supervisor.