

## **SUPERVISORY DEVELOPMENT**

<b>Unit Standard</b>	<b>252037/(Aligned to 23654 national certificate: management, credits can be gained to achieve this certificate)</b>
<b>NQF</b>	<b>Level 5</b>
<b>Credits</b>	<b>6</b>
<b>Duration</b>	<b>2 Days</b>
<b>Organisational Development Area</b>	<b>TEAM LEADER /SUPERVISORS</b>

### **SYNOPSIS**

Supervisory development represents a serious challenge and a major opportunity to organisations. Leadership at this level is a critical link between management and staff at lower levels, having a proactive, independent and competent supervisory band is essential to optimal performance. Our supervisory development approach focuses on a range of dimensions that ensure hard outcomes.

### **COURSE OUTLINE**

- Supervision in the modern organisation;
- Leadership and leading;
- People management;
- Performance management;
- Team-building;
- Enhancing organisational performance.

### **COURSE OUTCOMES**

Upon successful completion of this course learners will have the ability to:

- Understand the purpose of supervision as a management technique;
- Define the role of the supervisor;
- Understand and apply the principles and practices of leadership including leadership qualities, leadership styles and followership;
- Understand and apply the principles of people management including motivation and communication.
- Understand and apply the principles and practices of performance management including goal-setting, achievement and review;
- Understand and apply the principles and practices of team-building including group dynamics, communication, motivation and conflict resolution;
- Optimise the contribution of the supervisor to organisational achievement.