

Supervisory Skills for Team Leaders

Duration: 7 Days

Prerequisites: NQF Level 3 numeracy and literacy skills

NQF Level: 4

Lesson 1: Core business

- What is a business?
- Core business
- Core activities
- Support functions
- Relationships between core activities
- Terminology
- The business process
- Business systems and the business process

Lesson 2: Core activities

- Business processes
- Small businesses
- Medium to large businesses
- Organisation structure
- Smaller Business
- Organogram

Lesson 3: Work unit roles

- Function of a selected work unit
- Departments, sections, components
- Categories
- Functions
- Adding value
- Interrelationship

Lesson 4: Line and support functions

Lesson 5: Role of the team leader

- The Roles and Responsibilities of a Leader
- Job description
- Achieve the task
- Effective Team Leading
- Key Areas of Leadership
- Developing Individuals
- Building the team
- Get To Know Each Team Member
- Guidelines for motivation

- Rewarding Successful Team Performance
- Treat Other People with Empathy
- How to Become a Leader
- Organising workers into teams
- Groups in organisations
- Why are groups formed?
- Formal and informal groups in organisations
- How management can use groups in organisations
- Developing groups into teams
- Team Development
- Stages of Team Development
- Recruiting the Team – Harnessing Team Skills
- Creating high performance teams
- Characteristics of Effective and Ineffective Teams
- Management of Team Behaviours

Lesson 6: Purpose of the team

- What Is A Team?
- Groups versus Teams
- The Structure of Teams
- Purpose of a team
- Teams in the business environment
- Team Roles
- Tips for successful teamwork
- Where to start
- Your Responsibilities as a Team Member
- Individual Contributions to the Team

Lesson 7: Contract with team members to obtain commitment

- Contract with team members
- The Standard of Performance Required Of a Team
- Standards and objectives
- Create a positive work environment
- Allocate work in a participative manner
- Negotiate short term objectives for a team
- Identify Individual Roles of Team Members
- Ensure That Team Members Understand Their Roles, Responsibilities and Accountabilities

Lesson 8: Monitor performance

- Implement plans

- Standard operating procedures
- Anticipate problems
- SWOT analysis
- Contingency plans
- Monitor Progress
- Establish Standards of Performance
- Evaluate Deviations
- Take Corrective Action
- Measure Performance
- Assessing the performance of individual team members
- Feedback skills

Lesson 9: Receive a member

- The Induction Process
- Defining induction
- Objectives of Induction
- Induction Programme
- A check list for the induction programme
- Induction Officer

Lesson 10: Introduce a new member

- Introducing the New Employee
- Policies and Procedures
- Other organisation procedures

Lesson 11: Monitor the performance of the team

- Performance Targets of the Team
- Teams
- How to manage team behaviours
- To summarise the procedure to follow for an effective team
- Explain performance targets to the new employee
- Responsibilities of the Team and Team Members
- Explain the responsibilities of the team

Lesson 12: Career opportunities

- Career Development
- Definition of careers
- Career challenges facing organisations today
- Career paths
- Managing your Career
- Work, job satisfaction and mental health
- Understanding business culture and its underpinning values.

- Your career path and having realistic expectations and setting achievable goals
- The Career Ladder
- Responsibility For Own Learning
- Managing your Work
- Seeking Feedback
- Receiving feedback
- How to ask for help or guidance
- Personal goal setting
- What are your objectives in life?

Unit Standard Alignment:

- US 242821, Identify responsibilities of a team leader in ensuring that organisational standards are met, NQF 4, 6 credits
- US 242812, Induct a member into a team, NQF 3, 4 credits
- US 242814, Identify and explain the core and support functions of an organisation, NQF 3, 6 credits

Articulation: Credits obtained during this skills programme will contribute towards qualification 57712, FETC: Generic Management, LP 47630, Level 4.

Delivery Method: The programme is facilitated by a competent subject matter specialist/s, who utilises the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Simulations, Videos/DVDs; and learner assessment.

Language of delivery: English

Certification:

- Upon completion, the learner will receive a Turnstone Certificate of Attendance.
- Upon verified Competence, the learner will receive a Certificate of Competence from Turnstone and Services SETA.

Accreditation and Registration:

Services SETA: 6465

