

## Course information

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### Introduction

The generic Supervisory Skills course consists of the following modules and units:

#### **MODULE 1: THE TASKS OF THE SUPERVISOR**

Unit 1: Planning

Unit 2: Organising

Unit 3: Leading

Unit 4: Controlling

#### **MODULE 2: THE ROLES OF THE SUPERVISOR**

Unit 1: Decision Making and Problem Solving

Unit 2: Motivation

Unit 3: Negotiation

Unit 4: Dealing with Diversity

Unit 5: Managing Conflict

Unit 6: Communication

### Alignment information

This course is aligned to the following unit standard:

- Describe and apply the management functions of an organisation (14667)

### Training programme

The training takes place over four consecutive days, followed two weeks later by a written assessment. The training includes videos and activities that help reinforce the concepts covered in the training programme and allow the learner to practise the skills and knowledge gained in work related role plays and group discussions.

The training material and training programme will be customised to include relevant examples and case studies taken from the learners particular work environment.

### Assessment

During the two weeks the learners will need to complete a written assignment, in which they apply the principles they have learnt in the training course to their daily tasks and functions. This written assignment will form part of the assessment process.

**For more information or to book your place contact Helga van Wyk on 012 682 8500 or email [info@tidasa.co.za](mailto:info@tidasa.co.za).**