



Career Pathing Solutions®

Sustainable Skills Development

Supervisory Techniques

SP 0075/06-17

Accreditation held with merSETA: 20 – MER/ACC/002057

Programme Information

Credits: **27**

Duration: Three (3) Weeks

Minimum no of learners: **8** per session

Minimum Qualifying Criteria: function on basic industry and business knowledge,
communicate at NQF level 3

interpret basic workflow principles

schedule activities

apply basic quality control principles.

Preparing for a meeting.

Conducting a meeting.

Dealing with conflict in a meeting.

Following up on a meeting

understand the work environment

gather and use information relevant to managing individual and team
performance

apply basic negotiation, interviewing and interpersonal skills.

OUTCOME	ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
	10981	Supervise work unit to achieve work unit objectives (individuals and teams)	4	12
1.		Plan, organise and allocate work.		
2.		Manage interpersonal team processes to achieve required outputs.		
3.		Evaluate achievement of work unit objectives.		
	13914	Conduct a formal meeting	3	3
1.		Prepare for a meeting		
2.		Conduct a meeting		



OUTCOME	ID	UNIT STANDARD TITLE	NQF LEVEL CREDITS	
3.		Demonstrate strategies to deal with conflict in a meeting		
4.		Follow up on a meeting		
	11473	Manage individual and team performance	4	8
1.		Set performance goals and measures.		
2.		Formulate development plans.		
3.		Monitor and evaluate performance.		
	14609	Participate in management of conflict	5	4
1.		Identify and describe existing and potential conflict situations.		
2.		Participate in a conflict resolution / management process.		
3.		Evaluate conflict resolution / management process.		
4.		Monitor and respond to conflict resolution / management process.		

