



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

SUPERVISORY SKILLS IN THE PUBLIC SECTOR (3 DAYS)

This skills programme provides the learner with the knowledge, skills, attitudes and values needed to successfully fulfil the role of a supervisor in the public sector. The activities and tasks required of a supervisor to excel in their role will be outlined.

This programme has been designed and developed by Pro-Active College.

Benefits:

The benefits of this skills programme include:

- improved service delivery as supervisors are equipped to enhance the performance of their teams;
- understanding of ethical concepts and leading by example; and
- ensure stable performance and work relationships so that productivity and employee morale in the organisation can be increased and improved.

TARGET GROUP

This skills programme is designed for the public sector and is aimed at:

- public sector officials involved in a supervisory role to ensure an excellent service delivery standard throughout the public sector.

ABOUT US

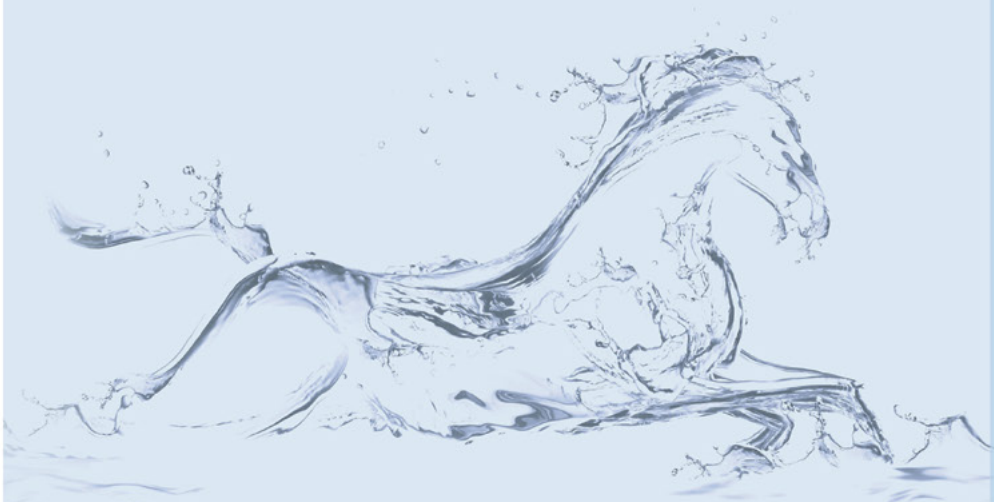
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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ENTRY REQUIREMENTS

It is assumed that learners accessing this skills programme are:

- competent in communication (NQF level 4);
- able to function on basic industry and business knowledge;
- able to interpret basic workflow principles;
- able to schedule activities; and
- able to apply basic quality control principles.

DURATION

Three day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in this skills programme the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

This assessment consists of workplace assignments and questions. This must be the learners' own individual work.

Programme Outcomes

On completion of this skills programme, learners will be able to:

- understand the role, structure and activities of management in an enterprise;
- apply the operational principles of management in the workplace;
- perform administrative management tasks and responsibilities; and
- describe the role of a supervisor and the challenges that this position holds.

Programme Outline

Learning Unit One

Understand the Role, Structure, Activities and Administrative Tasks of Supervisors as well as the Challenges they Face in the Position they Hold

- The role of the supervisor
- The structures, activities and administrative tasks of supervisors
- Different types and styles of managers

Learning Unit Two

Apply the Operational Principles of Management in the Workplace and Ensure Administrative Management Tasks and Responsibilities are Performed

- Leading as a manager or supervisor
- Building roles, relationships and teams
- Dealing with conflict and conflict resolution
- Maintaining discipline as a supervisor
- The concept of ethics, ethical decision-making and ethical relationships with employees
- Supervisor principles of planning, organising, leading, guiding and controlling
- The role communication plays in the performing of administrative tasks