

Managing Employee Performance, Discipline, and Workplace Conflict

1. Overview

This programme equips managers, supervisors, and HR practitioners with the skills and knowledge required to effectively manage employee performance, address incapacity, and resolve workplace conflicts.

Participants will learn a structured approach to setting clear expectations, monitoring and evaluating performance, resolving disputes, and ensuring employee conduct aligns with organisational standards and legal requirements. The programme is ideal for leaders seeking to balance compliance with labour law and people-focused leadership, fostering both high performance and a positive work environment.

2. Programme Outcome:

- Set, monitor, and review performance objectives for individuals and teams
- Identify and manage poor performance or incapacity issues
- Apply conflict resolution and negotiation techniques in performance and disciplinary contexts
- Advise on employee rights, responsibilities, and conditions of employment
- Manage and document performance, disciplinary, and incapacity processes in line with organisational policy and labour legislation

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0111

SAQA US:

11473, 252034, 11909, 117853

NQF Level:

5

Credits:

29

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive the programme materials and resources are emailed to the participants. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive the learning material by email to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(11473 US):** Manage individual and team performance
- **(252034 US):** Monitor and evaluate team members against performance standards
- **(11909 US):** Monitor and advise on substantive conditions of employment and related rights and obligations in an organisation
- **(117853 US):** Conduct negotiations to deal with conflict situations

4. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation