

Self-Awareness Skills

1. Overview

This programme focuses on developing the skills necessary for learners to evaluate both personal and team strengths and weaknesses to effectively manage and improve team performance. Participants will engage in self-assessment and team evaluation processes, gaining insights into how individual contributions and team dynamics influence overall productivity.

2. Programme Outcomes

- Understanding him/herself as worker in a specific position
- Identifying own role in an organisation
- Understanding the dynamics within a specific group
- Using a variety of strategies to deal with potential conflict in a team or group
- Developing a plan of action to enhance team performance

Qualification:	Certificate of Completion
Duration:	1-Month
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0667
SAQA US:	13912
NQF Level:	3
Credits:	5
Entry Requirements:	Communication & Mathematical Literacy at NQF 2
Training Options:	Online - Each participant will receive access to an online portal, where all programme materials and resources are available. 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 access to an online portal for online content, resources, and self-paced activities. Alternatively, the learning material will be emailed 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

- **(13912 US):** Apply knowledge of self and team in order to develop a plan to enhance team performance

4. Topics

Topic 1: Demonstrate knowledge and understanding of self as a worker in a specific work position

- Own strengths and weaknesses are identified, based on self-reflection and feedback
- A personal development plan to strengthen own performance is compiled with a view to becoming a role model for a team or group

Topic 2: Identifying own role in an organisation

- Understanding the organizational structure and identifying the learner's role
- Explaining role expectations and how performance is measured
- Analysing values through the organization's code of ethics or conduct
- Examining how the code of conduct guides team leader decisions

Topic 3: Understanding the dynamics within a specific group

- Identify a team's strengths and weaknesses based on reflection and performance
- Assess individual strengths and weaknesses to determine a suitable management strategy
- Identify causes of concern or dissent within the team and develop a plan to minimize their impact
- Identify positive factors and create a plan to enhance their effect on team performance

Topic 4: Using a variety of strategies to deal with potential conflict in a team or group

- Identify potential conflicts in a team and demonstrate conflict resolution through role-play
- Explore strategies for creating a positive work environment and highlight the team leader's role
- Identify inefficiencies in a group and suggest improvements
- Identify available support systems and explain the learner's role in using and supporting them

Topic 5: Developing a plan of action to enhance team performance

- Set team goals to enhance performance within the organization
- Develop an action plan to achieve these goals
- Explain the importance of consultation and joint decision-making in goal setting and show how to involve the team in the process
- Monitor progress towards team goals and determine when and how to adjust the plan if needed

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

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.

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