

Performance, Strategy & Team Management

1. Overview

This skills programme equips current and aspiring supervisors, team leaders and junior managers with the knowledge and practical skills required to manage individual and team performance effectively. Participants will be able to set performance goals, develop employees, monitor and evaluate performance, maintain accurate team records, align team activities with organisational strategy, and understand the role of junior management within the broader organisational structure.

2. Programme Outcome:

- Set individual and team performance goals and performance measures
- Develop performance improvement and development plans
- Monitor, evaluate and provide feedback on employee performance
- Maintain accurate team records and performance documentation
- Record team performance against agreed targets
- Explain the importance of organisational record keeping
- Understand the organisation's strategy and objectives
- Align their team's activities with organisational strategy
- Communicate organisational strategy effectively to team members
- Explain the relationship between organisational structure, ownership and management roles
- Describe the relationship between junior management and other management levels
- Apply effective management practices to improve team and organisational performance

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0206

SAQA US:

11473, 242820, 242813, 242818

NQF Level:

4

Credits:

24

Entry Requirements:

Communication & Mathematical Literacy at NQF Level 3

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. 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.

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

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

3. Programme Content

- **(11473 US):** Manage individual and team performance
- **(242820 US):** Maintain records for a team
- **(242813 US):** Explain the contribution made by own area of responsibility to the overall organisational strategy
- **(242818 US):** Describe the relationship of junior management to other roles

4. Topics

Module 1: Managing Individual and Team Performance

- Introduction to performance management
- Roles and responsibilities of supervisors and line managers
- Setting individual and team performance goals
- Developing Key Performance Indicators (KPIs)
- Performance standards and expectations
- Performance planning and development plans
- Coaching and mentoring employees
- Monitoring employee and team performance
- Conducting performance reviews
- Providing constructive feedback
- Managing underperformance
- Recognising and rewarding good performance
- Continuous performance improvement

Module 2: Maintaining Team Records and Organisational Strategy

Maintaining Team Records

- Purpose and importance of organisational record keeping
- Types of team records and documentation
- Legal, ethical and confidentiality requirements
- Recording team activities and performance
- Recording performance data
- Filing systems and document management
- Preparing performance reports
- Maintaining accurate and secure records

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

Organisational Strategy

- Introduction to organisational strategy
- Vision, mission and organisational values
- Strategic goals and objectives
- Understanding departmental responsibilities
- Aligning team objectives with organisational strategy
- Communicating organisational strategy to team members
- Monitoring team contribution to organisational objectives

Module 3: Junior Management Roles and Organisational Relationships

- Introduction to junior management
- Roles and responsibilities of junior managers
- Types of organisations and ownership structures
- Organisational structures and reporting lines
- Relationship between organisational size and management structure
- Relationship between junior, middle and senior management
- Working with other departments and management levels
- Leadership, communication and collaboration
- Decision-making and problem-solving
- Professional conduct and accountability
- Building effective working relationships
- Practical workplace case studies

5. Target Market

This programme is suitable for:

- Junior managers
- Supervisors
- Team leaders
- First-line managers
- Shift supervisors
- Departmental coordinators
- Employees preparing for management positions
- Public and private sector employees with supervisory responsibilities
- Individuals seeking to develop leadership, performance management and organisational management skills

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6. 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.

7. 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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