

Performance & Team Leadership

1. Overview

This programme equips participants with the knowledge and practical skills required to effectively supervise teams, manage individual and team performance, and understand the role of junior management within an organisation. Participants will develop the ability to set performance goals, monitor and evaluate employee performance, induct new team members, and build productive working relationships across different management levels. The programme prepares participants to contribute to organisational success through effective leadership, employee development, and operational excellence.

2. Programme Outcome:

- Explain the roles and responsibilities of junior managers within an organisation
- Set individual and team performance goals aligned with organisational objectives
- Develop performance improvement and employee development plans
- Monitor, evaluate, and provide feedback on employee performance
- Conduct effective employee induction programmes
- Introduce new employees to organisational policies, procedures, and workplace expectations
- Explain performance management systems and career development opportunities
- Describe the relationship between junior management and other management levels
- Explain how organisational structure, ownership, and size influence management roles
- Promote teamwork, employee engagement, and continuous performance improvement

Qualification:

Certificate of Completion

Duration:

3-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0204

SAQA US:

11473, 242812, 242818

NQF Level:

4

Credits:

17

Entry Requirements:

Basic Communication, Literacy & Numeracy skills

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
- **(242812 US):** Induct a member into a team
- **(242818 US):** Describe the relationship of junior management to other roles

4. Topics

Module 1: Introduction to Supervisory Leadership

- The role of a supervisor and junior manager
- Leadership versus management
- Responsibilities of first-line managers
- Professional conduct and ethics
- Building effective workplace relationships

Module 2: Organisational Structures and Management Roles

- Types of organisational structures
- Levels of management
- Roles and responsibilities of junior, middle, and senior managers
- Line and staff relationships
- Communication across management levels

Module 3: Performance Management Fundamentals

- Principles of performance management
- Organisational performance objectives
- Individual and team performance
- Performance standards and expectations
- Aligning performance with organisational goals

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

Module 4: Setting Performance Goals and Development Plans

- SMART performance objectives
- Key Performance Indicators (KPIs)
- Personal Development Plans (PDPs)
- Skills development and succession planning
- Employee coaching and mentoring

Module 5: Monitoring and Evaluating Performance

- Performance monitoring techniques
- Measuring employee performance
- Conducting performance reviews
- Giving constructive feedback
- Addressing performance gaps
- Recognising and rewarding performance

Module 6: Employee Induction and Onboarding

- Preparing for a new employee
- Planning an induction programme
- Introducing organisational culture
- Explaining workplace policies and procedures
- Clarifying roles and responsibilities
- Supporting employee integration

Module 7: Career Development and Employee Support

- Career development opportunities
- Employee growth and continuous learning
- Coaching and mentoring
- Building employee engagement
- Retaining talent within the organisation

Module 8: Communication and Team Leadership

- Effective workplace communication
- Delegation skills
- Motivating individuals and teams
- Managing conflict
- Building trust and collaboration
- Leading productive teams

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Module 9: Continuous Improvement in Team Performance

- Creating a high-performance culture
- Problem-solving and decision-making
- Monitoring team effectiveness
- Continuous improvement strategies
- Leadership action planning
- Best practices in supervisory management

5. Target Market

This programme is suitable for:

- Supervisors
- Team Leaders
- Junior Managers
- Line Managers
- Shift Supervisors
- Operations Supervisors
- Department Supervisors
- Project Team Leaders
- Human Resource Supervisors
- Production Supervisors
- Customer Service Supervisors
- Employees preparing for leadership and management roles

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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