

GENERIC MANAGEMENT - PHASE 1: WORKFORCE MANAGEMENT

Duration:	3 days
Target:	Candidates competent in NQF Level 4
Prerequisite:	NQF Level 4
NQF Info:	NQF Level 5
Qualification:	Towards the Generic Management: Generic Manufacturing NQF Level 5
Credits:	31
Certification:	merSETA-accredited Plastics SA Certification

Unit Standards

- Lead people development and talent management [C - 252029]
- Build teams to achieve goals and objectives [C – 252037]
- Devise and apply strategies to establish and maintain workplace training [C – 252027]
- Manage diverse workforce to add value[C – 252043]
- Apply the principles of ethics to improve organisational culture [C – 252042]

Objectives of Learning Programme

This programme is intended for managers in all economic sectors; qualifying learners will be able to:

- Analyse training and development needs
- Demonstrate knowledge of, and insight into, theory of teams and the importance of teams in the workplace
- Liaise and network with internal and external stakeholders
- Identify and minimise personal conflict in the workplace
- Demonstrate knowledge and understanding of diversity in the workplace
- Deal with disagreements and conflict arising from diversity in a unit
- Demonstrate understanding of the relationship between values, ethics and organisational culture and its impact on achieving goals

Specific Outcomes

At the end of the learning programme, learners will be able to

- Analyse education, training and development needs of members in a unit
- Record results of the training needs analysis
- Compile a people development plan for a unit
- Manage the implementation of the people development plan of a unit
- *Demonstrate knowledge of, and insight into, theory of teams and the importance of teams in the workplace*
- *Apply theory of teams to team dynamics*
- *Explain the process of building teams*
- *Analyse the role of a team leader in promoting team effectiveness*
- *Evaluate the effectiveness of a team and propose ways to improve team effectiveness*
- Liaise and network with internal and external stakeholders
- Devise and apply strategy to establish constructive relationships with manager(s)
- Identify and minimise personal conflicts in a unit
- Devise and apply strategy to establish constructive relationships with team members in a unit
- *Demonstrate knowledge and understanding of diversity in the workplace*
- *Demonstrate understanding of the reality of diversity and its value in a unit*
- *Manage team members, taking into account similarities and differences*
- *Deal with disagreements and conflicts arising from diversity in a unit*

- Demonstrate understanding of the relationship between values, ethic and organisational culture and its impact on achieving goals and objectives
- Apply the concept of corporate ethics to a unit
- Analyse a unit's relation to the principles of corporate ethics

Contents

- Training analysis and training needs
- Team work and team conflicts
- Networking and strategizing
- Diversity in the workplace
- Ethics and values

Assessment and Certification

- Workplace Experience Assignments to be submitted within two weeks following training.
- A digital Plastics|SA Certificate of Competence is issued to successful candidates.
- Relevant credits may be awarded to successful learners upon **mer**SETA due approval process.