

GENERIC MANAGEMENT - PHASE 2: WORKPLACE OPERATIONS, CHANGE MANAGEMENT AND COMMUNICATION

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:	32
Certification:	merSETA-accredited Plastics SA Certification

Unit Standards

- Analyse leadership and related theories in a work context [F - 1200300]
- Develop, implement and evaluate an operational plan [C – 252032]
- Formulate recommendations for change processes [C – 252021]
- Use communication effectively [F – 12433]

Objectives of Learning Programme

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

- Explain the concept of leadership and differentiate between leadership and management
- Develop operational plan, monitor, measuring and evaluating the achievement of goals and objectives
- Demonstrate knowledge of and insight into the need for change within the context of environment change
- Demonstrate an understanding of a range of oral and written communication techniques

Specific Outcomes

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

- Explain the concept leadership
- Differentiate between leadership and management
- Analyse leadership theories
- Apply the different roles and qualities of leadership in a work context
- *Develop operational strategies for a unit*
- *Develop an operational plan for a unit*
- *Implement an operational plan*
- *Monitor, measure and evaluate the achievement of goals and objectives*
- Demonstrate knowledge of and insight into the need for change within the context of environment change
- Analyse an area requiring the implementation of a change process
- Select a model for implement a change management change
- Formulate recommendations on implementing the change process
- *Discuss and explain a range of written and oral communication techniques used in the workplace*
- *Lead and discussions and chair meetings*
- *Generate variety of workplace reports using various data and gathering techniques*
- *Deliver a presentation*

Contents

- Leadership skills
- Operational strategies
- Change management
- Communication skills

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.