

GENERIC MANAGEMENT - PHASE 3: WORKPLACE RISK, COACHING AND KNOWLEDGE 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:	30
Certification:	merSETA-accredited Plastics SA Certification

Unit Standards

- Monitor, assess and manage risks [C - 252025]
- Monitor and evaluate team member against performance standard [C – 252034]
- Select and coach first line manager [C – 252035]
- Apply principles of knowledge management [C – 252044]

Objectives of Learning Programme

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

- Demonstrate understanding of business processes and potential risk to a unit
- Test and revise contingency plan
- Formulate performance standards for team members in a unit
- Select first line managers for specific positions and coach selected line managers
- Demonstrate knowledge and understanding of the concepts and components of knowledge management

Specific Outcomes

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

- Demonstrate an understanding of potential risks to unit
- Identify potential risks and assess the impact thereof in a unit
- Develop contingency plans for managing risk
- Test and revise contingency plans
- *Formulate performance standards to team members in a unit*
- *Establish systems for monitoring performance*
- *Prepare for a performance of a team member*
- *Conduct performance review interview*
- Select first line manager for a specific position
- Plan the coaching process of a first line manager
- Coach selected first manager
- Monitor and measure the results of coaching session
- *Demonstrate knowledge and understanding of the concept and components of knowledge management*
- *Analyse a unit according to the entity knowledge management policies and procedure*
- *Develop a knowledge management implementation plan for a unit*

Contents

- Risk management
- Performance standards
- Coaching
- Knowledge management

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.