

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, the 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 workplace
- Liaising and network with internal and external stakeholders
- Identify and minimize personal conflict in the workplace
- Demonstrate knowledge and understanding of diversity in the workplace
- Dealing with disagreements and conflict arising from diversity in a unit
- Demonstrate understanding of a 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 to members of 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 workplace*
- *Apply theory of teams to team dynamics*
- *Explain the process of building teams*
- *Analyse the role of 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 minimize 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 ethic to a unit
- Analyse a unit relation to the principles of corporate ethic

Contents

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