

# SUPERVISORY MANAGEMENT - PHASE 2: EFFECTIVE COMMUNICATION

SP0483/10-17

<b>Duration:</b>	4 days (including Exam presentation)
<b>Target:</b>	Candidates competent in NQF Level 3
<b>Prerequisite:</b>	NQF Level 3
<b>NQF Info:</b>	NQF Level 4
<b>Qualification:</b>	Towards the Further Education and Training Certificate in Manufacturing and Operations Supervision NQF Level 4
<b>Credits:</b>	40
<b>Certification:</b>	merSETA-accredited Plastics SA Certification

## Unit Standards

- Accommodate audience and context needs in oral communication [F - 8968]
- Interpret /use info from texts [F-8969]
- Use language and communication in occupational learning programmes [F - 8973]
- Write texts for a range of communicative contexts [F-8970]
- Engage in sustained oral communication and evaluate spoken texts [F - 8974 ]
- Read, analyse and respond to a variety of texts [F-8975]
- Use language and communication in occupational learning programmes [F - 8979]
- Write for a wide range of contexts [F - 8976]

## Objectives of Learning Programme

- To effectively communicate across all levels as a supervisor / team leader, as well as to add value to the workplace
- To write effectively within a wide range of work contexts
- To be able to speak effectively to an audience

## Outcomes

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

- Use effective listening strategies to improve communication in the workplace context
- Use strategies to be an effective speaker in a workplace context
- Write effectively and accurately within a wide range of work contexts

## Contents

- Interaction with an audience is monitored and strategies are given to effectively engage the interest of an audience
- Language structures and features are understood so that overall communication can be enhanced
- Spoken discourse / conversation understood in terms of how it may influence a listener
- Written text is properly understood in terms of how it may influence a reader

## Assessment and Certification

- Workplace Experience Assignments to be submitted within two weeks following training. One Exam Presentation day is required.
- A Plastics|SA Certificate of Competence is issued to successful candidates.
- Relevant credits may be awarded to successful learners upon merSETA due approval process.