



**QUALIFICATION 59201,
LP 60273, NQF 5,
164 CREDITS
National Certificate: Generic
Management**

PURPOSE:

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values including:

- Initiating, developing, implementing and evaluating operational strategies, projects and action plans, and where appropriate, recommending change within teams and/or the unit so as to improve the effectiveness of the unit.
- Monitoring and measuring performance and applying continuous or innovative improvement interventions.
- Leading a team of first line managers, by capitalising on the talents of team members and promoting synergistic interaction.
- Building relationships using communication processes both vertically and horizontally within the unit.
- Applying the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks.

- Enhancing the development of teams and team members.

MODULE 1: Making an impact on interpersonal intelligence

Part 1: Use communication techniques effectively

- 1: Communication Theories
- 2: Communication Techniques
- 3: Business Writing Skills
- 4: Effective Communication in Meetings
- 5: Presentation Skills

Part 2: Build teams to achieve goals and objectives

- 1: Introduction to teams
- 2: Team dynamics
- 3: Build effective teams

Part 3: Manage a diverse work force to add value

- 1: What is Diversity?
- 2: Managing Diversity in the Workplace
- 3: Changing beliefs and perceptions about diversity
- 4: Dealing with diversity conflict

BASED ON UNIT STANDARDS:

252037, 252027, 252043, 12433

5 days, 26 credits



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MODULE 2: Leadership

PART 1

- 1: Management and Leadership defined
- 2: Management versus Leadership
- 3: Leadership
- 4: Principles for Inspirational Leadership

PART 2

- 1: Introduction to Ethics Management
- 2: The Imperatives for Ethics
- 3: Guidelines for an Ethics Management Program

PART 3

- 1: Introduction to Change Management
- 2: The Human Response to Change
- 3: The Change Agent
- 4: Resistance to Change
- 5: Change Management Models
- 6: The Change Management Process in Practice

PART 4

- 1: The Problem-Solving Process
- 2: Define the Problem
- 3: Diagnose Cause
- 4: Finding Solutions
- 5: Plan and Implement Solutions
- 6: Evaluate Outcome

BASED ON UNIT STANDARDS:

120300, 252042, 252021, 252026
5 days, 27 credits

**MODULE 3: Mobilise and manage
performance**

PART 1

- 1: Skills Development in an organisation
- 2: Career development planning
- 3: Types of training programmes and skills development activities
- 4: Selecting and coaching of employees
- 5: Negotiating and conflict handling techniques

PART 2

- 1: Identify performance objectives and goals
- 2: Obtaining commitment
- 3: Monitor performance
- 4: Plan and conduct the performance review
- 5: Take remedial action

BASED ON UNIT STANDARDS:

252029, 252035, 252034
5 days, 24 credits

MODULE 4: Manage operations

Part 1

- 1: The Operational Plan vs the Strategic Plan
- 2: Develop an Operational Plan for a Business Unit
- 3: Implementation and Monitoring of an Operational Plan

Part 2

- 1: Project Management Principles
- 2: Project Conceptualisation and Selection
- 3: Project Planning



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4: Project Implementation and Evaluation

Part 3

- 1: What is Innovation?
- 2: Building an innovation model
- 3: Creative thinking techniques
- 4: Knowledge Management

BASED ON UNIT STANDARDS:

252032;15219;252022;252020;252044

5 days, 32 credits

**MODULE 5: Finance and Risk
management**

Part 1:

- 1: The risks to a specific unit
- 2: Identifying potential risks and their impacts
- 3: The development of contingency plans for managing risks
- 4: Testing and revising contingency plans

Part 2:

- 1: Understand the basics of accounting
- 2: The Financial Reports
- 3: Interpreting financial statements
- 4: Forecasting
- 5: Budgeting

BASED ON UNIT STANDARDS

252025;252036;252040

5 days, 22 credits

MODULE 6: Customer Service

1. Customer Relationship Strategy
2. Define Who the Customer Is
3. Identify and formulate Standards for Service Excellence
4. Measure and Continuously Improve Customer Service
5. Selling Techniques to 'Close the Deal'

BASED ON UNIT STANDARDS

10052;10054;10066;10047

10 days; 33 credits

METHODOLOGY:

- Presentation
- Discussions
- Learning through examples
- Practical application

DURATION:

35 Days + 4 days PoE building

LEVEL:

NQF 5