

UFS FORM 5: SHORT LEARNING PROGRAMME

SECTION A: CATALOGUE

CODE: HEQC/H06/EMS/SPSS

TITLE: High Performance Supervision in the Information Age

QUALIFICATION: Non-credit bearing SLP

NQF LEVEL: 5

CREDITS: **NOTIONAL LEARNING HOURS:**

FORMAL CONTACT TIME: 21 hours formal contact time (spread over three days)

LEARNING ASSUMED TO BE IN PLACE:

No formal tertiary qualifications are required, but it is assumed that participants will have matric with an ability to communicate effectively, that is, use their verbal and non-verbal skills appropriately.

LEARNING OUTCOMES:

Participants will leave the course with the ability to have the **personal tools** to be able to:

- recognise the different roles of a supervisor.
 - express themselves as supervisor and how they will respond in conflict situations.
 - predict the behavior of their subordinates in their supervisory capacity.
 - communicate as supervisors using different communication techniques. (This will include sending interpersonal messages to subordinates, listening skills, providing feedback, improving organisational communications, factors that will block effective communication.)
- have the **leadership tools** to be able to:
- identify their own leadership style.
 - delegate, coach, direct and support subordinates.
 - identify and apply individual decision making styles.
 - recognise the influence of bounded rationality and intuition in decision making.

have the **interpersonal tools** to be able to:

- motivate subordinates in the work situation to reach organisational, unit and individual goals.
- set clear goals for their units.
- clarify subordinate expectations.
- solve problems creatively in a team situation.
- manage individual difference in order to create trust and openness.

BRIEF DESCRIPTION OF CONTENT:

- The different roles of a supervisor.
- Express themselves as supervisors and how they will respond in conflict situations.
- Predict the behavior of their subordinates in their supervisory capacity.
- Communication techniques. Leadership styles.
- Managing subordinates.
- Individual decision making styles.
- Recognise the influence of bounded rationality and intuition in decision making.

- Subordinate motivation.
- Goal setting
- Subordinate expectation clarifications.
- Creative problem solving
- manage individual difference in order to create trust and openness.

CRITICAL OUTCOMES SUPPORTED BY SHORT LEARNING PROGRAMME:

- The ability to identify and solve complex problems using critical and creative thinking
- Work effectively with others as a member of a team, group, and organization
- Communicate effectively
- The ability to understanding that problem-solving do not exist in isolation

METHODS OF ASSESSMENT:

A formal presentation on what has been learnt.

ASSESSMENT CRITERIA:

These criteria will be based on participant's ability to integrate and comprehend the various aspects within the field of supervision.

ORGANISING FIELD: 3

(1 = Agriculture and Nature Conservation)
 (2 = Culture and Arts)
 (3 = Business, Commerce and Management Studies)
 (4 = Communication Studies and Language)
 (5 = Education, Training and Development)
 (6 = Manufacturing, Engineering and Technology)

(7 = Human and Social Studies)
 (8 = Law, Military Science and Security)
 (9 = Health Sciences and Social Services)
 (10 = Physical, Mathematical, Computer and Life Sciences)
 (11 = Services)
 (12 = Physical Planning and Construction)

APPROVAL DATE: 22 April 2004

REVIEW DATE: 2008

DEPARTMENTAL OR PROGRAMME "HOME":

Centre for Business Dynamics, School of Management, Faculty Economic and Management Sciences (Centre is self-sustained)

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