



MANAGE INDIVIDUAL AND TEAM PERFORMANCE (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Manage individual and team performance
Unit Standard ID:	11473
NQF Level:	4
Credit Value:	8

INTRODUCTION

This unit standard is intended for people who are or who aspire to become supervisors or line managers at any level. Persons credited with this unit standard are able to set performance goals and measures; to formulate development plans; and to monitor and evaluate performance.

REFERENCES

“I enjoyed the entire content: How to identify areas where I will have to work out for a better performance of myself and the team.”

“It was very informative and gave me clear understanding on what is expected of me as a Manager.”

“I enjoyed learning how to deal with different people and behaviours, knowing & understanding my team and myself better.”

“It brought to my attention a lot of functions used within the workplace for better results from employees.”

COURSE CONTENT

Set Performance Goals and Measures

- Performance measurement
- Performance management
- Performance goals
- Quantify performance measures
- Actions to obtain agreement
- Source document for performance evaluation

Formulate Development Plans

- Train and develop employees
- Focus development plans on competencies needed
- Formulate development plans
- Align development plans with legislative requirements and career paths
- Obtain agreement on development plans through facilitation actions

Monitor and Evaluate Performance

- Carers Model
- Performance management methods, evaluation techniques
- Apply performance evaluation techniques
- Align performance goals and measures with practices and values
- Monitor and assess performance
- Record progress and update records
- Analyse performance records
- Give performance feedback
- Constructive, tactful, honest, respectful and focused feedback

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.



Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

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