

Quotation SC 809/2010

**TRAINING OF SUPERINTENDENTS/SENIOR FOREMEN AND FOREMEN TO
APPLY SUPERVISORY MANAGEMENT SKILLS IN HANDLING AND RESOLVING
CONFLICT IN WORKPLACE**

SCOPE OF TRAINING

SAQA accredited Unit Standard ID 9533 and 264235 NQF Level 3 training for Superintendents, Senior Foremen and Foremen. (Proof to be submitted).

Learners should be able to demonstrate the ability to:-

Supervisory Management

- Understand the role, structure and activities of management
- Apply the operational principles of management
- Perform administrative management tasks and responsibilities
- Describe the role of a supervisor and the challenges that this position presents

Use communication skills to handle and resolve conflict in the workplace

- Demonstrate an understanding of different conflict situations in the workplace
- State and explain the difference between feelings and actual problem (contents)
- Handle and resolve conflict in the workplace

Feedback to Management on completion of the course.

Number of persons per course : ±14

Period of course : 2 working days

Quotations should include traveling and accommodation cost of the presenter(s) excluding the cost of the venue. **Offered price must be per learner, inclusive of VAT.**

OUTCOMES

To improve service delivery as set as an IDP goal.

To satisfy this specific training need as indicated in the Skills Plan.

To increase the competency levels of supervisors.

WHEN

Date : Training must start as soon as possible in March/April 2010.

WHERE

Venue: Civic Centre, Banqueting Hall, Magnolia Avenue, Hermanus, Western Cape

METHOD OF TRAINING

To present the course by means of own study material.

REFERENCES (TRACK RECORD)

Please name organizations where similar training was presented by you personally.

PROVIDER PERFORMANCE MANAGEMENT EVALUATION

A. COURSE CONTENT

- 1) Was the content relevant?

B. COURSE MATERIAL

- 1) Was the course material sufficient to address the needs?
- 2) Was the course material interesting and well laid out?

C. PRESENTATION

- 1) Was the facilitator well prepared?
- 2) Was the facilitator knowledgeable on the course content and context?
- 3) Did the facilitator present the course in an interesting manner?
- 4) Was the facilitator on time?