

2021



Be Professionally Equipped

**Monitoring individual Performance
to create High Functioning teams**

2 Day Course

9 July 2021



SAQA ID – 110009 NQF LEVEL: 4, CREDITS: 4



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Introduction

As a manager in charge of a team you are responsible to ensure that your team consistently delivers against assigned organizational goals and objectives. To measure team effectiveness requires that you monitor the performance of each team member on a regular basis to establish where any performance gaps or indeed significant achievements may be evident. From the performance review process it could arise that team structure may need to be adjusted or certain individuals may require additional training or even disciplinary measures as a result of poor performance.

This practical course outlines the systems that you will need to formulate and put in place to effectively deal with maintaining the required performance standards of your team in line with organizational requirements.

Programme Outcomes

- Set performance measures in line with business goals, objectives and deliverables and formulate appropriate performance standards for team members.
- Set performance standards in a clear and concise manner and specify activities to be performed and the required standards of performance.
- Incorporate feedback from team members into performance standards to obtain buy-in from all team members.
- Record and document performance standards according to policies and procedures.
- Establish systems and processes for monitoring performance in line with policies and procedures.
- Communicate elements of performance monitoring system to all team members to obtain buy-in.
- Prepare for a performance review with a team member and advise nature of the review as well as time, date and venue.
- Provide relevant feedback to a team member that is fair and communicated in a constructive and supportive manner.
- Accurately, fairly and honestly record positive and negative aspects of



ACCREDITED



ACCREDITED



Course Outline

- Formulate performance standards for team members in a unit.
- Establish systems for monitoring performance of team members.
- Prepare for a performance review with a team member.
- Conduct a performance review interview.
- Identify performance gaps and propose corrective solutions where necessary.
- Identify and recommend relevant training programmes where necessary.
- Monitor team structure

BUSINESS AND REPORT WRITING SKILLS PROGRAM

	ID	UNIT STANDARD TITLE	NEW LEVEL	CREDITS	DURATION
Fundamental	252034	Monitor and evaluate team members against performance standards	NQF 5	08	1 Days

Target Audience

Target Audience: This Course is aimed at supervisors , team leaders and junior managers who manage a team.

Programme level: The level of the Programme is at NQF Level 03

Minimum Qualifying Criteria: Communication at NQF Level 3, Computer Literacy and Mathematical Literacy at NQF level 3

Duration

Programme Duration: Between one (1) and two (2) Days | between one (1) and (2) Days –POE Based.

Pre-Assessment: Pre-assessment of proposed learners is undertaken to identify current qualifications and experience.

Contact Training Sessions: Between three (1) and Five (2) Days for comprehensive training.

Qualification Alignment

Qualification: S A Q A I D 59201– National Certificate: Generic Management (NQF 5): ACCREDITED



Training Methodology

The Programme is facilitated by competent subject matter specialist/s, which utilizes the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Videos/DVDs; and Formative Assessments.

To facilitate this process, we offer: {between three (1) and 2 Days – POE Based}

- **Coaching Support:** The Ratomac appointed assessor and project coordinator are available to the learners for telephonic support and coaching while learners compile their POE's. Additional coaching support will be scheduled, as required, to assist with the building of POE's.
- **Credits:** Learners exiting this qualification before completion, retain the credits for Unit Standards successfully completed. Learners can build their credits by attending skills programmes aligned to the Qualification **59201– National Certificate: Generic Management (NQF 5): ACCREDITED**

COURSE FEES – R6 300.00 PER PERSON (1 PERSON)

Contact Us

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