SA BUSINESS SCHOOL

Lead change. Build stronger teams. Drive lasting impact.



EMPLOYEE RELATIONS & TEAM EFFECTIVENESS PROGRAMME

COURSE OUTLINE

UNIT STANDARD

10170; 8420; 9533

This course prepares current and aspiring supervisors and shop stewards to understand workplace roles, policies and procedures; operate effectively in teams; assess team performance and external influences; and identify and resolve conflict constructively, promoting effective teamwork and workplace learning.

DEMONSTRATE UNDERSTANDING OF EMPLOYMENT RELATIONS IN AN ORGANISATION

(Unit Standard 10170)

- Demonstrate understanding of the various stakeholders and their roles in an organisation.
- Demonstrate understanding of organisational policies and procedures related to employment.
- Demonstrate understanding of employment related agreements.

USE COMMUNICATION SKILLS TO HANDLE AND RESOLVE CONFLICT IN THE WORKPLACE

(Unit Standard 9533)

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

OPERATE IN A TEAM

(Unit Standard 8420)

- Identify the structure and purpose of a particular team.
- Describe and carry out the roles and responsibilities required to work in a team.
- Identify factors affecting a team within workplace and learning environment and explain affect

DURATION
4 DAYS

CREDITS
10 CREDITS

DELIVERY METHOD
ONLINE, BLENDED AND INSTRUCTOR-LED LEARNING