



# MANAGE INDIVIDUAL & TEAM PERFORMANCE

NQF 4  
UNIT STD – 11473



## **OUTLINE**

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. Qualifying learners will be able to:

- Set performance goals and measures
- Formulate development plans
- Monitor and evaluate performance

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### COURSE METHODOLOGY

This course is conducted with maximum use of practical application of the skills acquired. After facilitator led training has taken place via the course material, group work and scenario driven exchanges, participants will have opportunity to relate the information back to their work place and to practice their skills through the use of brainstorming, problem solving, case studies, role-plays and copy written training exercises. Within a relaxed and more fun environment participants will learn from each other, gaining knowledge and acquiring and reinforcing skills that will result in overall improved customer service performance.

### COURSE OBJECTIVES

How do you know how well you're doing? How can you tell if your team is performing at a satisfactory level? These questions are vital to answer if you want to lead yourself and your team into new levels of success. We teach you to quantify and measure performance, develop plans of action to better performance and to keep up with monitoring and evaluating yours, and your teams performance.

### EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint.