

Full payment is required to confirm your booking

All payments are made payable to
Nelson Mandela University

Upload proof of payment
to your online application

Banking details
Standard Bank - Port Elizabeth
Branch Code: 050417
Account No: 080263011
Reference No: 2901 - 4120 (your surname)

CANCELLATIONS/REFUNDS

Course fees are not refundable unless
cancellation has been made at least seven days
prior to course commencement.

A 30% admin/cancellation fee is levied.

If the course is fully booked or cancelled by the
Nelson Mandela University, a full refund of fees
will be made.

**Nelson Mandela University students
(past/present) applying for this course
must ensure that their student account
is settled in full.**

NELSON MANDELA
UNIVERSITY

Unit for Continuing
Education

Change the World

For more information contact:

Kim Alexander
041-504 3798

Kim.Alexander@mandela.ac.za

www.mandela.ac.za/continuingeducation



mandela.ac.za



Management &
Supervisory Skills

Management & Supervisory Skills Short Course

Course Fee

R5500

Course Duration:

3 Days

Date:

5, 6 & 7 March
7, 8 & 9 May
13, 14 & 15 August
15, 16 & 17 October

Time:

08:00 - 16:00

Assessment:

An evaluation forms part of this course.

COURSE INFORMATION

COURSE OBJECTIVE

To equip individuals with the skills to effectively manage and lead a team.

TARGET PARTICIPANTS

First and second line supervisors and individuals with the potential to be promoted into managerial/supervisory positions

COURSE CONTENT

- Roles and responsibilities of supervisors
- Functions of management
 - Planning
 - Organising
 - Leading
 - Controlling
- Building effective relationships and teams
 - Group/team development
 - Managing for diversity
 - Problem solving and decision making
 - Goal setting
 - Delegation
 - Motivation
 - Communication
- Performance management
- Labour relations
 - Conflict management
 - Grievance handling
 - Discipline and dismissal
- Self development

COURSE DELIVERY

The course content is delivered via lectures, and supported with small group activities, exercises, case studies, videos and role-plays.

Online Application Process:

Complete the online application process on the following link - <http://slp.mandela.ac.za/>

Payment process for online applications:

If you are responsible for payment:

Click "I will pay", please proceed to upload your proof of payment

If your company is responsible for payment:

"Click Company will pay"

Kindly ensure you have your company's HR representative's contact details.

Should the company be responsible for payment of the account, a signed letter from an authorized person confirming the arrangements must be sent on a company letterhead to:

Kim.Alexander@mandela.ac.za

The following information should be on the letterhead:

- Delegate/Learner's full name/s and ID Number
- Company name and physical address
- VAT registration number
- Contact details of the person responsible for payment

Please inform Kim if you are needing a quotation or invoice.