

Outline of the Supervisory Program

MODULE (WEIGHT)	THEME	CONTENTS
1. (10%)	Introduction to Supervision	<ul style="list-style-type: none"> * Manager, Supervisors and workers * Role, responsibilities and duties * Leadership
2 (10%)	Planning	<ul style="list-style-type: none"> * Description of planning * Principles of planning *Activities of planning
3 (10%)	Organising	<ul style="list-style-type: none"> * Description of organising * Principles of organising *Activities of organising
4+5 (15%)	Leading	<ul style="list-style-type: none"> * Description of leading * Process of decision-making * Communication & motivating
6 (10%)	Controlling	<ul style="list-style-type: none"> * Types, principles, and activities of control
7 (10%)	Training and development of employees	<ul style="list-style-type: none"> * Explain the concept of training * Meaning of orientation * Training needs * Sequence of a job * Role of the supervisor * Various training methods
8 (10%)	Financial compensation	<ul style="list-style-type: none"> * Terms * Purpose of wage and salary program * Principles * Factors that establish wages * Types of incentive pay plans * Benefits and services
9 (5%)	Quality control	<ul style="list-style-type: none"> * Quality assurance * Quality and the supervisor * Employee contributions
10 (10%)	Industrial relations	
10.1	Discipline	<ul style="list-style-type: none"> * Responsibilities of employee and employer * Steps to take * Procedures
10.2	Grievances	<ul style="list-style-type: none"> * The concept grievance * Purpose of grievance procedures * Grievance procedure in practice
11 (10%)	Loss control and Industrial housekeeping	<ul style="list-style-type: none"> * Objectives and N.O.S.A. * Unsafe acts & unsafe conditions