

**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:

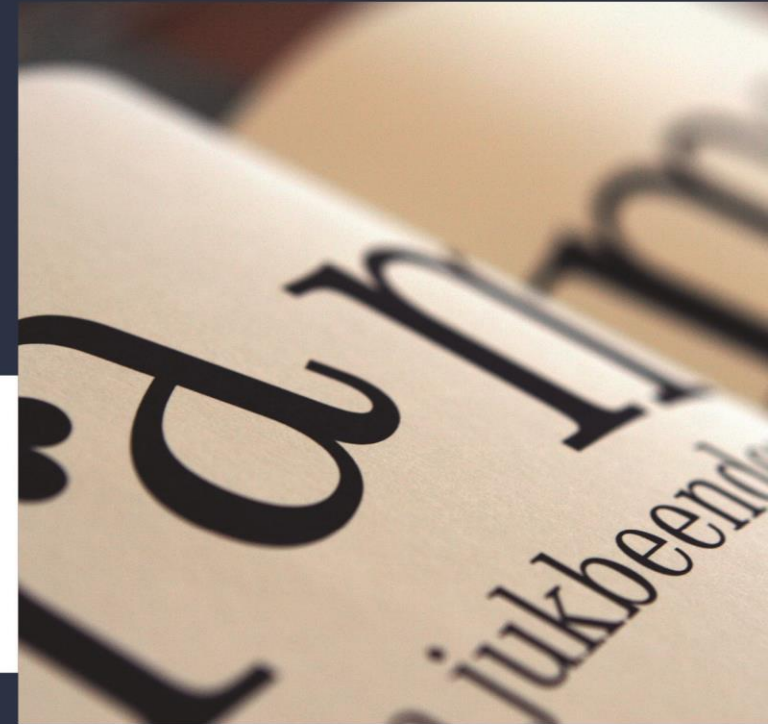
Kim Alexander
041-504 3798

Kim.Alexander@mandela.ac.za

www.mandela.ac.za/continuingeducation



mandela.ac.za



**Management &
Supervisory Skills**

Management & Supervisory Skills Short Course

Course Fee

R6000

Course Duration:

3 Days

Date:

18 – 20 March

03 – 05 June

19 – 21 August

28 – 30 October

Time:

08:00 - 16:00

Students who successfully complete the Short Course are issued with an official Nelson Mandela University Certificate of completion

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.