

# SUPERTRAC TRAINER'S KIT COURSE CONTENT ©

Supervisory Management Skills as required by the OH&S Act

## Part 1 Intro to Supervision

- ★ Characteristics of a Supervisor Exercise
- ★ Characteristics of a Supervisor Action Plan
- ★ What is a Supervisor? ★ Basic Duties of a Supervisor ★ The Supervisor's Responsibilities
- ★ Skills Required to Supervise Thinking and Technical Skills ★ Skills Required to Supervise Interpersonal Skills ★ Skills Required to Supervise Maximising Performance/Behaviour ★ Identify Supervisory Abilities - Exercise ★ Identify Supervisory Abilities - Checklist ★ Thinking and Technical Skills ★ Interpersonal [Employees] Skills ★ Maximising Performance/Behaviour

## Part 2 Theory of Health & Safety Management

- ★ Purpose of Health & Safety Management
- ★ Elements of Business ★ Scope of Losses ★ Costs of Incidents ★ Definition of an Incident ★ Their Effects ★ Domino Sequence ★ Causes of Incidents ★ ABC of Health and Safety ★ The 88% Effort Rule

## Part 3 Intro to Legislation

- ★ Intro to the Occupational Health & Safety Act
- ★ Structure of the Act ★ Regulations ★ Standards
- ★ Health & Safety Management System
- ★ Organisational Structure ★ Our Organisational Structure ★ Legal Duties of Supervisors
- ★ Assignment of Supervisors ★ Health & Safety Representatives ★ Membership of the Committee
- ★ Duties of the Health & Safety Committee
- ★ Frequency of Committee Meetings ★ Health & Safety Committee Minutes ★ Documents and Records ★ Action In The Event of: ★ Action In The Event of: ★ Not Disturbing the Scene ★ Rights of the

Employee ★ Duties of the Employee ★ Intro to the Labour Relations Act

## Part 4 Policy, Rules & Procedures

- ★ Health & Safety Policy ★ Our Organisation's Rules and Procedures ★ Job Descriptions ★ Scope of Authority ★ Work Permits ★ Trade Unions and Worker Involvement

## Part 5 Supervisory Leadership Styles

- ★ Different Leadership Styles ★ The Autocratic Supervisor ★ How Autocrats Usually Behave ★ Identify an Autocratic Role Model Exercise ★ The Democratic Supervisor ★ Identify a Democratic Role Model Exercise ★ The Pseudo Democratic Supervisor ★ How Pseudo Democrats Behave ★ Identify a Pseudo Democratic Role Model ★ The Hands-Off [Free Reign] Supervisor ★ Identify the Learner's Style ★ The Qualities of a Good Leader

## Part 6 Project Planning

- ★ What is Project Planning? ★ Benefits of Project Planning ★ Project Planning Exercise ★ Project Planning Processes - Employee Involvement ★ How Far Ahead to Plan? ★ Planning Time Frames ★ Barriers to Project Planning - Exercise ★ Reasons for Resistance to New Plans ★ Overcoming Resistance

## Part 7 Planned Job Analysis / Observations

- ★ What is Job Analysis? ★ Objective of Job Analysis
- ★ Elements of Job Analysis ★ When should a Job Analysis be done? ★ Benefits of Job Analysis
- ★ Factors to look for when conducting Job Analysis
- ★ Methods of Job Analysis ★ Examples of Jobs needing Analysis ★ Fact Finding not Fault Finding
- ★ Conducting a Job Analysis Preparation ★ Job



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Analysis Worksheet ★ Conducting a Job Analysis During ★ Conducting a Job Analysis– After ★ Possible Solutions and Recommendations ★ Conduct a Job Analysis Exercise ★ Job Analysis Worksheet Findings ★ Job Analysis - Worksheet

## Part 8 Organising

★ Purpose of Organising ★ The Process of Organising ★ Checklist for Organizing the Work

## Part 9 Interpersonal Communication

★ How Communication Takes Place ★ Who are you Communicating with? ★ Barriers to Communication Exercise ★ Benefits of Good Interpersonal Communication Skills ★ Reasons for Communication Break Down ★ Ways to Develop Good Interpersonal Communication Skills Exercise ★ Safety Briefings & Tool-Box Talks ★ Tool-Box Talks Topics ★ Tool-Box Talks Exercise

## Part 10 Problem Solving and Decision Making

★ Problem Solving and Decision Making - Exercise ★ Intro to Problem Solving and Decision Making ★ Types of Workplace Problems ★ Classifying Health & Safety Risks or Problems ★ Prioritizing the Risk or Problem ★ Identify Health & Safety Risks or Problems Exercise ★ Challenges of Problem Solving and Decision Making ★ Ways to Approach Problem Solving ★ A.I.D.S. Method to Defining the Problem Analyse ★ A.I.D.S. Method to Defining the Problem Investigate ★ A.I.D.S. Method to Defining the Problem Decide ★ A.I.D.S. Method to Defining the Problem Solve ★ The A.I.D.S. Method Exercise ★ Problem Solving and Decision Making - Conclusion

## Part 11 Supervisory Control

★ Intro to Supervisory Control ★ Other ways of Maintaining Control ★ Excessive Control ★ Identifying Poor Performance ★ Discussing a Performance Problem ★ Rectifying a Performance Problem Action Plan

## Part 12 Delegation

★ What is Delegation? ★ Objectives of Delegation ★ Benefits of Delegating the Supervisor ★ Benefits of Delegating The Employee ★ Benefits of Delegating The Task ★ Considerations when Delegating ★ Responsibility, Authority, Accountability ★ The Need for Delegation Exercise ★ Supervisor Difficulties when Delegating ★ The Process of Delegation - Developing Employees ★ Coaching Your Employees

## Part 13 Developing and Motivating a Team

★ The Team ★ Role of the Supervisor in Developing Teams ★ Maintaining the Team ★ Motivational Factors Exercise ★ You the Motivator ★ Motivational Activities ★

## OTHER TRAINER'S KITS FROM INTRA

ACTRAC	Occupational Health & Safety Act
CLAIMTRAC	Injuries & Diseases Claims
CONREGS	Construction Regulations 2014
ELECTRAC	Intro to Electricity
FALLTRAC	Working @ Heights & Fall Arrest
FIRETRAC	Fire Prevention & Protection
FIRSTRAC	1st Aid [Approval & Accreditation]
HASREP	Health & Safety Rep & Committee
HIRA	Hazard Identification Risk Assessment
INDUCTOR	Induction & Awareness
INVESTRAC	Incident Investigation
NOISETRAC	Noise-Induced Hearing Loss
SUPERTRAC	Supervisory Management Skills



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