

# SUPERTRAC Training Material Content

Supervisory Management Skills as required by the OHS 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



**VALIANT COMPLIANCE SOLUTIONS (Pty) Ltd**

Reg No 2026/040838/07  
BEE Level 4

**Lee O'Reilly**

CEO / Founder  
C: +27 (0) 81 776 7791  
E: [lee@vcsgroup.co.za](mailto:lee@vcsgroup.co.za)

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Analysis ★ Fact Finding not Fault Finding  
★ Conducting a Job Analysis Preparation ★ Job 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

## 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 ★



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E: [lee@vcsgroup.co.za](mailto:lee@vcsgroup.co.za)

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