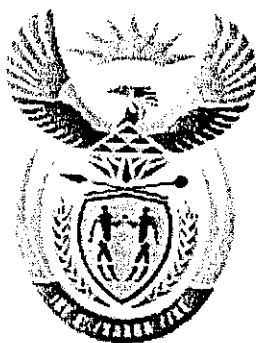


2010087343



# higher education & training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA

T1820(E)(J29)T  
AUGUST 2010

NATIONAL CERTIFICATE

**SUPERVISORY MANAGEMENT N6**

(4110526)

29 July (X-Paper)  
09:00 – 12:00

This question paper consists of 4 pages.

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
**NATIONAL CERTIFICATE**  
**SUPERVISORY MANAGEMENT N6**  
**TIME: 3 HOURS**  
**MARKS: 100**

---

**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Number the answers correctly according to the numbering system used in this question paper.
  4. Start each question on a NEW page.
  5. The following will be taken into account during evaluation:
    - 5.1 Logical exposition of the answers
    - 5.2 Clear formulation
    - 5.3 Correct use of management terms
    - 5.4 Neat and legible work
  6. Write neatly and legibly.
- 

**QUESTION 1: LEADERSHIP MODELS**

Explain the FOUR quadrants of the Johari Window by means of a drawing. Include the different areas a supervisor would concentrate on when assessing the behaviour of his/her subordinates.

[10]

**QUESTION 2: SELF-ASSERTIVENESS STRATEGIES**

Describe the technique that often promotes assertiveness.

[5]

### QUESTION 3: LABOUR RELATIONS

- 3.1 Give the main reasons why employees join trade unions. (5)
  - 3.2 Name the main responsibilities of NEDLAC. (4)
  - 3.3 What are the main functions of a workplace forum? (6)
- [15]

### QUESTION 4: PERSONNEL CARE

Discuss the issues most likely to be covered with the compiling of a substance abuse policy.

[10]

### QUESTION 5: GROUP DYNAMICS AND CONFLICT

There are TWO underlining dimensions which serve as a basis for handling conflict. Discuss these dimensions by means of a sketch/drawing when referring to the FIVE different styles of conflict handling.

[10]

### QUESTION 6: PROBLEM-SOLVING AND DECISION-MAKING

Discuss the SEVEN habits of how to become a highly effective manager, according to Stephen R Covey.

[10]

### QUESTION 7: PERFORMANCE APPRAISAL AND MANAGEMENT BY OBJECTIVES (MBO)

- 7.1 Discuss how you would apply and implement the management by objective model in your department to reach the goals and objectives of the company. Complement your answer by making a sketch of how the process can be implemented effectively. (7)
  - 7.2 When drawing up an appraisal rating system, there are certain assessing elements/principles which should be used. Explain these elements/principles. (8)
- [15]

