NIPAM
NAMIBIA INSTITUTE OF PUBLIC ADMINISTRATION AND MANAGEMENT

SUPERVISORY DEVELOPMENT PROGRAMME (SDP)

First-Line supervisors in the public sector organizations face a formidable challenge in ensuring that public services and goods are delivered in line with Vision 2030, National Development Plans, Harambee Prosperity Plan and their institutional Strategic Plans. The challenges they face include complex issues, conflicting demands from the community, changes in technology, increasing diversity. As public servants, they must face these challenges and lead their sections, team and communities in ways that do not only provide safety and prosperity, but also in a manner that engenders public support. The Supervisory Development Programme was designed to give public sector supervisors a deep understanding of leadership, management and supervision concepts and equip them to play an organisation, fair and effective role in service delivery in the public sector.

Venue:	Windhoek, NIPAM Campus
Duration:	Five (5) Days
Fees:	N$ 5 100.00

COURSE LEARNING OUTCOMES

- Demonstrate knowledge of the structure and role of the State sector, Parliament and Government.
- Manage own performance and the performance of others.
- Apply effective communication skills to both staff and external stakeholder.
- Ensure harmonious customer relations in service delivery.
- Apply principles of performance management while using the tools and techniques to deliver quality service.
- Manage performance oneself and direct reports/ reporting staff in the execution of duties.
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WHO SHOULD ATTEND?

The Supervisory Development Programme (SDP) is designed for supervisors according to the structures of Central, Regional and Local Authorities as well as Public Enterprises. In this context, supervisors refer to the group that fills the positions between operational and middle management positions. For example, Senior HR, Senior Policy Analysts, Education Officers, Schools Head of Department in the context of central government. Participants to this programme will be able to use knowledge and skills acquired as a basis for further capacity building in the Middle Manage-ment Development Programme (MMDP).

COURSE CONTENT

M1: Public Sector Practices and Management
M2: Communication and Information Management Technology
M3: Performance Management for Effective Service Delivery
M3: Project Management for Effective Service Delivery