

# SAQA ID 59201

## NATIONAL CERTIFICATE: GENERIC MANAGEMENT

### CLUSTER 2

Accredited  
course  
information:

Unit Standard ID

NQF Level

Credits

12433

5

8

Use communication techniques effectively

Accredited  
course  
information:

Unit Standard ID

NQF Level

Credits

252027

5

6

Devise and apply strategies to establish and maintain workplace relationships

Accredited  
course  
information:

Unit Standard ID

NQF Level

Credits

252031

5

4

Apply the principles and concepts of emotional intelligence to the management of self and others

LEARNER LOGBOOK



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### Important Information

Please ensure that this logbook is kept in a safe place. It is one of the legal records of your program participation, and without this, you cannot receive credit for what you achieve

<b>This logbook belongs to:</b>	
<b>Contact telephone number:</b>	
<b>My employer:</b>	
<b>My training provider:</b>	
<b>Date received:</b>	
<b>Date returned:</b>	

### Instructions to Learner

The completion and submission of this Logbook is essential for the Learners achievement of the qualification.

The following need to be noted before using this logbook:

1. The responsibility for the completion of the logbook lies with the Learner
2. Entries in the logbook must be clear, concise and in reasonable detail and where additional evidence is required please ensure that it is attached.
3. Learners are reminded that this logbook constitutes valuable record of work experience
4. If workplace experience cannot be attained for Exit Level Outcome, then a simulated working environment can be arranged in order to assess the abilities of the Learner
5. When in doubt, contact your assessor/mentor

### Instruction to Mentor/Supervisor

Interpretation of the method used to assess learner's understanding

Key to Methods	Obs	Observation	Q	Questioning	PE	Product Evaluation
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This logbook must be completed by the **Appointed Mentor** to you as the Learner. Ensure to make an appointment with your Mentor before submitting your POE for assessment.

## INSTRUCTION TO MENTOR

As an appointed Mentor to the learner, you play an important role in the development of a learner and should ensure that you check understanding of the relevant demonstratable outcomes. Carefully read what the learner needs to demonstrate, asks questions around the topic and guide the learner on what evidence would be relevant to include in the portfolio, this evidence can include actual workplace tasks that are being performed and or where performed. Furthermore, ensure to give the learner positive, constructive feedback on workplace tasks related to the outcomes as set out below.

i.e if a learner was part of and or experienced a conflict situation, make comments on the how the learner handled the situation, what they could've done better etc. in the evidence cell and if necessary, at the comment section below.

If the outcome requires the learner to be part of a meeting, give the learner opportunity to do so, and give the feedback on what they did correctly and what they could do to improve.

The table also indicates activities that the learner needed to complete during the process in the Portfolio of evidence and after the process, check the activity and provide guidance and or praise where applicable.

## WORKPLACE LOGBOOK

### ID 12433 - Use communication techniques effectively

U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	POE Activity COMPLETED	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
SO1: Discuss and explain a range of written and oral communication techniques used in the workplace							
12433	1.1	An understanding of a range of written and oral communication techniques used in the workplace and applicable communication theory is demonstrated.	Learners should be able to identify the purpose of: <ul style="list-style-type: none"><li>Using a variety of oral and written communication techniques in the workplace.</li></ul> Theory: rules, principles, laws: <ul style="list-style-type: none"><li>Applicable communication theory</li></ul> This would happen automatically during any working day. Evidence of this will be generated by completing activities in the Summative Assessment as mentioned.	Formative Topic 1 Summative 1,2,3	Mentor learner's work in the POE should identify the communication theory that they will use on their workplace.  Mentor also needs to observe the regulations, legislation, agreements, policies and procedures and standards governing communication that are used in your workplace submitted by the learner.		
12433	1.2	Discussions are led and meetings chaired in an effective manner according to standard meeting procedures.		Formative Topic 9 Summative 2 Logbook			
12433	1.3	A variety of generated workplace reports and presentations are available for scrutiny.		Formative Topic 5 Summative 2			
12433	1.4	Presentations are effectively delivered and meet the needs of the target audience		Summative 2 Logbook			
SO2: Lead discussions and chair meetings.							
12433	2.1	An understanding of a range of written and oral communication techniques used in the workplace and	Learner should be able to demonstrate understanding of	Formative Topic 1 Summative 2	Mentor observe the learner leading discussions and chairing a meeting. Provide		



<i>U. std</i>	<i>SO / AC (Reference)</i>	<i>Specific Outcomes and Assessment Criteria</i>	<i>Learner should be able to demonstrate/show understanding of the following</i>	<i>POE Activity COMPLETED</i>	<i>Method Used to assess understanding</i>	<i>Supporting Evidence to show learner 's understanding</i>	<i>Date Completed</i>
		applicable communication theory is demonstrated.	procedures and techniques:		comments in the relevant column giving the learner constructive feedback that can help them grow and develop. Additionally, complete the attached		
12433	2.2	Discussions are led and meetings chaired in an effective manner according to standard meeting procedures.	<ul style="list-style-type: none"> <li>Meeting procedures</li> <li>For leading discussions</li> <li>For meetings</li> <li>For chairing</li> </ul>	Formative Topic 9 Summative 2 Logbook	Observation Sheet 2		
12433	2.3	A variety of generated workplace reports and presentations are available for scrutiny.	Learner for this evidence in addition to the activities, a video of you chairing a meeting and leading discussions attached on a USB will do for this activity	Formative Topic 5 Summative 2	Feedback on Leading Discussions.		
12433	2.4	Presentations are effectively delivered and meet the needs of the target audience		Summative 2 Logbook			
<b>SO3: Generate a variety of workplace reports using various data gathering techniques</b>							
12433	3.1	An understanding of a range of written and oral communication techniques used in the workplace and applicable communication theory is demonstrated.	Learner should be able to show attributes, descriptions, characteristics & properties: <ul style="list-style-type: none"> <li>Workplace reports</li> </ul>	Formative Topic 1 Summative 2	Mentor read learners reports and ensure that the learner has shown understanding of the communication required. Check spelling, grammar and that the learner has followed appropriate data gathering techniques to generate the report. Provide comments and feedback relevant to		
12433	3.2	Discussions are led and meetings chaired in an effective manner according to standard meeting procedures.	Learner you will need to generate evidence as instructed in Summative 2 or on a topic provided by your Mentor.	Formative Topic 9 Summative 2 Logbook			
12433	3.3	A variety of generated workplace reports and presentations are available for scrutiny.		Formative Topic 5 Summative 2			

<i>U. std</i>	<i>SO / AC (Reference)</i>	<i>Specific Outcomes and Assessment Criteria</i>	<i>Learner should be able to demonstrate/show understanding of the following</i>	<i>POE Activity COMPLETED</i>	<i>Method Used to assess understanding</i>	<i>Supporting Evidence to show learner 's understanding</i>	<i>Date Completed</i>
12433	3.4	Presentations are effectively delivered and meet the needs of the target audience		Summative 2 Logbook	learner performance. Sign and date the evidence provided.		
<b>SO4: Deliver presentations</b>							
12433	4.1	An understanding of a range of written and oral communication techniques used in the workplace and applicable communication theory is demonstrated.	Learner should be able to show understanding of procedures and techniques: <ul style="list-style-type: none"> <li>For developing presentations</li> <li>For presentation delivery</li> </ul> Following instruction in Summative 2, you will need to develop a presentation using presentation media and then present the topic to a selected audience. Reproduce the evaluation form included below, ensure each member completes the evaluation honestly to assist you to grow your presentation skills. The topic of the presentation may be on any topic relevant to the	Formative Topic 1 Summative 2	Mentor observe the learner during a presentation using presentation media. Complete the Observation Sheet 1 attached below in this document as evidence of your attendance and provide the learner with honest feedback regarding their performance. In areas where the learner needs to work on mark the "N" column, this will not jeopardise the learner in anyway as it is imperative that the learner shows room for growth.		
12433	4.2	Discussions are led and meetings chaired in an effective manner according to standard meeting procedures.		Formative Topic 9 Summative 2 Logbook			
12433	4.3	A variety of generated workplace reports and presentations are available for scrutiny.		Formative Topic 5 Summative 2			
12433	4.4	Presentations are effectively delivered and meet the needs of the target audience		Summative 2 Logbook			

<b>U. std</b>	<b>SO / AC (Reference)</b>	<b>Specific Outcomes and Assessment Criteria</b>	<b>Learner should be able to demonstrate/show understanding of the following</b>	<b>POE Activity COMPLETED</b>	<b>Method Used to assess understanding</b>	<b>Supporting Evidence to show learner 's understanding</b>	<b>Date Completed</b>
			workplace, the topic proposed is only a guide.				

<b>Coach / Mentor Comment</b> This section is compulsory, and must include positive, constructive feedback to the learner in the subject matter area being addressed.	<b>Coach /Mentor Signature</b>	<b>Learner Signature</b>	<b>Assessor Signature</b>	<b>Moderator Signature</b>



**ID 252027 - Devise and apply strategies to establish and maintain workplace relationships.**

U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
SO1: Liaise and network with internal and external stakeholders.							
252027	1.1	Opportunities for networking are identified or created with internal and external stakeholders relevant to a unit.	Learner must be able to use the guidelines for networking and expanding a professional network.  Follow the guidelines in Summative 2 on networking as indicated	Formative Topic 11 Summative 2	Mentor: Observe the learner's <ul style="list-style-type: none"><li>Evidence ensures that opportunities for networking are clearly identified and that the learner can implement and establish networks.</li></ul>		
252027	1.2	Networking opportunities are identified, meetings are attended and new contacts established for mutual benefit.		Formative Topic 11 Summative 2 Logbook			
252027	1.3	Avenues for communicating with stakeholders are explored and appropriate strategies implemented to the mutual benefit of all people involved.		Formative Topic 11 Summative 2			
SO2: Devise and apply a strategy to establish constructive relationships with the manager(s).							
252027	2.1	Managers are kept informed of activities, progress and results of the unit through verbal or written feedback in accordance with the entity's policies and procedures.	Learner must be able to  Devise and apply a strategy to establish constructive relationships with the manager(s). Summative 2 provides a guided activity to produce this evidence.	Summative 2 Logbook	Mentor to question and check portfolio activities, to ensure understanding. In addition, observe the learner's day to day communication in this regard and ensure that it is relevant to company policies and clearly provides evidence of applying a set strategy. This can also be in the		
252027	2.2	A process for seeking and exchanging information, and seeking advice are agreed to in consultation with all managers in a unit.		Summative 2 Logbook			
252027	2.3	Managers in the unit are consulted on issues that are relevant to their area of responsibility to promote constructive relationships and		Summative 2 Logbook			

U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
		interaction between units in the entity.			form of workplace communication procedures, monthly, weekly, daily reporting.		
252027	2.4	Concerns over the quality of work are raised directly with relevant managers in accordance with the entity's policies and procedures.		Summative 2 Logbook			
252027	2.5	Information presented to the managers is clear, accurate and timely.		Summative 2 Logbook			
SO3: Identify and minimise personal conflict in a unit.							
252027	3.1	Information on the procedures for dealing with conflict in a unit is communicated to team members to promote the orderly resolution of the conflict in accordance with the entity's policies and procedures.	Learner must be able to: <ul style="list-style-type: none"><li>Techniques for handling conflict.</li></ul>	Formative Topic 14 Summative 2 Logbook	Mentor to question and check portfolio activities, to ensure understanding.  If the learner hasn't experienced conflict themselves, pose workplace scenarios and question learner on resolution of the conflict, provide comments on learner's feedback to the questioning in the spaces provided.		
252027	3.2	Actions taken to resolve potential and actual conflict are taken to deal promptly in accordance with the entity's policies and procedures.	Following activities as set out in the POE to provide evidence of relevant outcomes. In addition, monitor the workplace to identify conflict situations, these situations can be	Formative Topic 14 Summative 2 Logbook			
252027	3.3	Conflict situations are referred to appropriate managers where required in terms of the entity's policies and procedures.		Formative Topic 14 Summative 2 Logbook			

<b>U. std</b>	<b>SO / AC (Reference)</b>	<b>Specific Outcomes and Assessment Criteria</b>	<b>Learner should be able to demonstrate/show understanding of the following</b>	<b>Activity to be Completed by Learner in the POE</b>	<b>Method Used to assess understanding</b>	<b>Supporting Evidence to show learner 's understanding</b>	<b>Date Completed</b>
			used as scenarios, consult with the Mentor and discuss resolutions for the conflicts identified. Prov				
<b>SO4: Devise and apply a strategy to establish constructive relationships with team members in a unit</b>							
252027	4.1	The strategy is developed through a consultative process that involved all team members in the development of goals and objectives to obtain commitment and support.	Learner must be able to: <ul style="list-style-type: none"> <li>Demonstrate effective group techniques.</li> </ul>	Summative 2 Logbook	Mentor, observe the learner during a discussion meeting that includes discussions of the said outcomes. Summative 2 No. 6 provides an activity, that will be suitable for your observation.  Provide the learner with feedback in columns provided based on their performance and feedback practices.		
252027	4.2	Opportunities for team members to discuss work-related and personal issues are identified and used when appropriate.	This may be an activity where you lead a meeting to develop strategies with team members.  Ensure that the topic in discussion meets with the outcomes for Opportunities for	Summative 2 Logbook			
252027	4.3	Feedback and advice to team members are offered in a positive manner to contribute towards constructive relationships.		Summative 2 Logbook			
252027	4.4	Team members are informed about developments and changes that may affect them.		Summative 2 Logbook			

U. std	SO / AC (Reference)	Specific Outcomes Assessment Criteria	and Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding		Supporting Evidence to show learner ‘s understanding	Date Completed
			team members is discussed, feedback is provided in a positive manner and you inform team members of developments of changes that may affect them.					
Coach / Mentor Comment This section is compulsory, and must include positive, constructive feedback to the learner in the subject matter area being addressed.					Coach /Mentor Signature	Learner Signature	Assessor Signature	Moderator Signature

**ID 252031 - Apply the principles and concepts of emotional intelligence to the management of self and others**

U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/ show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
SO1: Demonstrate knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations.							
252031	1.1	The principles of emotional intelligence are explained with reference to examples from life and work situations.	Learners should have a knowledge and understanding of: <ul style="list-style-type: none"><li>The principles and concepts of emotional intelligence.</li></ul>	Formative Topic 15,16 Summative 1	Mentor: Observe the learner's behavior during the execution of daily duties. Observer behavior and attitude when working with co-workers.		
252031	1.2	The concepts of emotional intelligence are described with reference to examples.	Complete knowledge questions in Activities as set out in the POE	Formative Topic 15,16 Summative 1	Check understanding during the completion of knowledge questions as set out in the POE. Where necessary provide the learner with guidance.		
SO2: Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations.							
252031	2.1	The importance of personal and interpersonal competencies is explained in relation to interactions in life and work situations.	Learner you need to complete POE activities as set out. In addition, take note of application of emotional intelligence in the workplace	Formative Topic 15,16 Summative 1	Mentor to question and check portfolio activities, to ensure understanding.		
252031	2.2	Techniques for giving and receiving feedback are		Formative Topic 15,16			

U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/ show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
		analysed to identify practices reflecting emotional intelligence.		Summative 1			
SO3: Analyse the impact of emotional intelligence on life and work interactions.							
252031	3.1	The positive and negative impact of emotional intelligence is motivated through examples on the intrapersonal and interpersonal level.	Learner needs to be <ul style="list-style-type: none"><li>Identify the behavioural skills in the context of self-awareness and emotional intelligence.</li></ul> Complete POE activities as set out.  In addition, use workplace scenarios to analyse the impact as set out in the outcomes.	Formative Topic 15,16 Summative 1	Mentor to question and check portfolio activities, to ensure understanding.		
252031	3.2	The consequences of applying emotional intelligence are explained with reference to examples from life and work situations.		Formative Topic 15,16 Summative 1			
SO4: Evaluate own level of emotional intelligence in order to determine development areas.							
252031	4.1	Own responses to life and work situations are analysed in terms of the principles and concepts of emotional intelligence.	Learner needs to be <ul style="list-style-type: none"><li>Show understanding of techniques for</li></ul>	Formative Topic 15,16 Summative 3	Mentor to question and check portfolio activities, to ensure understanding. Provide guidance and areas that the learner		

U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/ show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed	
252031	4.2	Strengths and weaknesses are analysed with reference to the concepts and principles of emotional intelligence in order to identify development areas.	improving levels of emotional intelligence. Complete Summative 3 efficiently and honestly to establish your own level and identify growth and development needed.	Formative Topic 15,16 Summative 2,3	may not know about themselves to enhance their knowing of self.			
252031	4.3	Techniques for improving own emotional intelligence are described in relation to development areas identified.		Formative Topic 15,16 Summative 3				
Coach / Mentor Comment					Coach /Mentor Signature	Learner Signature	Assessor Signature	Moderator Signature

<b><i>U. std</i></b>	<b><i>SO / AC (Reference)</i></b>	<b><i>Specific Outcomes and Assessment Criteria</i></b>	<b><i>Learner should be able to demonstrate/ show understanding of the following</i></b>	<b><i>Activity to be Completed by Learner in the POE</i></b>	<b><i>Method Used to assess understanding</i></b>		<b><i>Supporting Evidence to show learner 's understanding</i></b>	<b><i>Date Completed</i></b>



# PRESENTATION OBSERVATION SHEET 1

Mentors complete the observation sheet as indication of the learner demonstration of the actions indicated. Provide guidance and comments where necessary. If there is a need to mark the learner "N" provide guidance and give advice. Provide feedback giving praise where the learner exceeded expectation. (Summative Activity 2 No. 2)

ITEM	DESCRIPTION	COMMENTS (y/N)
<b>1.</b>	<b>INTRODUCTION</b>	
1.1	Gains attention properly	
1.2	Gives brief overview and purpose of the presentation	
<b>2.</b>	<b>PRESENTATION</b>	
2.1	Gives clear explanation: <ul style="list-style-type: none"> <li>• Communication methods applied in the workplace.</li> <li>• Relation of communication theory to workplace application.</li> <li>• Improvements that can be implemented in the workplace according to the theory.</li> <li>• Employee's engagement and interactions.</li> <li>• Misunderstandings during current communication.</li> <li>• Conflict because of current communication methods.</li> </ul>	
2.2	Actively involves delegates	
<b>3.</b>	<b>TECHNIQUES</b>	
3.1	Good flow and sequencing	
3.2	Proper questioning and feedback	
3.3	Appropriate integration of media and visuals	
3.4	Correct use of tone, volume, intonation, and pitch	
<b>4.</b>	<b>CONCLUSION</b>	
4.1	Proper summary and consolidation	
4.2	Evaluates for outcomes	
4.3	Links with subsequent topic	
<b>5.</b>	<b>GENERAL</b>	
5.1	Proper time management	
5.2	Body language	
5.3	Relationship with learners	
5.4	General atmosphere	

ITEM	DESCRIPTION	COMMENTS (y/N)
	General Comments and Feedback from Mentor. Provide feedback that can help the learner grow and development.	
	Mentor Signature	Date
	Learner Signature	Date
	Assessor Signature	Date

## PRESENTATION OBSERVATION SHEET 2

Mentors complete the observation sheet as indication of the learner demonstration of the actions indicated. Provide guidance and comments where necessary. If there is a need to mark the learner "N" provide guidance and give advice. Provide feedback giving praise where the learner exceeded expectation. (Summative Activity 2 No. 5)

ITEM	DESCRIPTION	COMMENTS (y/N)
<b>1.</b>	<b>INTRODUCTION</b>	
1.1	Was the Learner prepared for the discussion?	
1.2	Did they show relevance when starting the discussion?	
<b>2.</b>	<b>Discussion</b>	
2.1	Gives clear explanation: <ul style="list-style-type: none"> <li>The purpose and objective of the discussion.</li> <li>The ground rules of what will and won't be accepted.</li> </ul>	
2.2	Actively involve Managers: <ul style="list-style-type: none"> <li>Ask leading questions to engage Managers.</li> <li>Listen Intently.</li> <li>Ask relevant questions when viewpoints were given.</li> </ul>	
<b>3.</b>	<b>TECHNIQUES</b>	
3.1	Was perception used to continue discussion when points of view showed differing arguments?	
3.2	When expressing disagreement, was this done clearly, and reasons stated?	
3.3	Was the learner able to continue the conversation once points of view were stated?	
3.4	Did the learner stay on track?	
3.5	Was questioning relevant to the purpose and objectives?	
<b>4.</b>	<b>CONCLUSION</b>	
4.1	Proper summary and consolidation	
4.2	Evaluates for outcomes	
4.3	Links with subsequent implementations	
<b>5.</b>	<b>GENERAL</b>	
5.1	Proper time management	
5.2	Body language	
5.3	Relationship with learners	
5.4	General atmosphere	

ITEM	DESCRIPTION	COMMENTS (y/N)
	General Comments and Feedback from Mentor. Provide feedback that can help the learner grow and development.	
	Mentor Signature	Date
	Learner Signature	Date
	Assessor Signature	Date

## FEEDBACK REPORT

**Instruction to Mentor:** Complete the workplace performance report below as an overall outcome to all the above activities. Rate the learner based on the interactions. A true and honest reflection is important to ensure the learner is not mis-guided and or mis-represented.

## WORKPLACE Performance scale FEEDBACK ON LEARNER

Scale			
1= Below Expectations			
2= Meets Expectations			
3= Exceed Expectations			
Behavioural Attributes	1	2	3
Quality and quantity of work:			
Punctuality:			
Communication skills:			
Interrelationship with staff members:			
Problem solving:			
Overall Comments by Supervisor/Mentor:			
Mentor/Supervisor's Signature:		Date:	

### GENERAL COMMENTS FROM LEARNER

**Instructions to learner:** Complete the following section to reflect your daily duties and or major tasks and activities that you complete daily/monthly. Make special reference to communication tasks, how you communicate and what methods are generally used in your workplace.