

€ TRAINING

Supervisory Skills for Leadership Growth





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Introduction:

This training program is designed to equip supervisors with the essential tools and techniques needed to cultivate effective leadership qualities within themselves. The program also emphasizes conflict management skills and encourages creative thinking to empower supervisors in their leadership roles.

Program Objectives:

At the end of this program, the participants will be able to:

- Define the scope, nature, and responsibility of the supervision role and the challenges this role places on them.
- Effectively communicate verbally and non-verbally with others.
- Apply their role as motivators.
- Identify their teamwork style and build an effective team.
- Practice professional techniques in providing positive discipline.
- Use different skills in interpersonal problem-solving and conflict management.

Targeted Audience:

- Supervisors.
- Employees who are being prepared to be promoted to a supervisory position.

Program Outlines:

Unit 1:

Being a Supervisor Today:

- Myths about Supervision.
- Supervisors Key Tasks.
- Essential Skills for Supervisors.
- Responsibilities and Challenges.

- Problems Supervisors Encounter.

Unit 2:

Communicating Effectively:

- The Communication Process.
- Approaches to Interpersonal Relationships with Employees.
- Ten Commandments of Human Relations.
- Developing Effective Listening Habits.
- The Value of Feedback.
- Techniques in Providing Feedback.
- Guidelines for Assertive Communication.

Unit 3:

Motivating your Workforce:

- Definitions of Motivation.
- Myths about Motivation.
- Motivation and Performance.
- Different Workable Motivational Theories.
- Building a Motivational Environment.

Unit 4:

Working with Teams and Creative Interpersonal Problem-Solving:

- Identifying your Teamwork Style.
- Supervisors Involvement with Teams.
- Team Process Facilitation.
- Overcoming Obstacles to Effective Teamwork.
- Team Decision-Making Procedures.
- Interpersonal Problem-Solving Process.

- Encouraging Creative Thinking by Applying Brainstorming Formats and Mechanics.
- Key Conflict Management Skills.

Unit 5:

Orientation and Positive Discipline:

- Perceptions During Orientation.
- Orientation and Follow Up.
- Use of Progressive Disciplinary Practices.
- Types of Reinforcement.
- Applying Reinforcement Strategies.