

€ TRAINING

Mastering Supervisory Skills





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Introduction:

Mastering Supervisory Skills is an exciting and interactive training program designed to help experienced and second-level supervisors take stock of their roles and to develop the skills and approach they need to perform efficiently in the modern business.

Program Objectives:

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

- Extend their understanding of the supervisor's role and the processes of managing up, down and across the organization
- Develop a strategy for enhancing the effectiveness of their teams.
- Develop a strategy to support and develop the performance of each member of their staff.
- Implement changes and ensure continuous improvement.
- Review their working practices and managerial style.

Targeted Audience:

- New supervisors transitioning into their roles.
- Mid-level managers seeking to enhance their supervisory skills.
- Experienced supervisors aiming to refine their leadership abilities.
- HR professionals responsible for supervisory training and development.
- Employees aspiring to move into supervisory positions within their organizations.

Program Outlines:

Unit 1:

The Supervisor's Role and Competences:

- Action planning.
- Roles and responsibilities of the supervisor.

- The competency concept - measuring actual behaviors against the model.
- Understanding organizational culture.
- Developing a network of relationships and influence.

Unit 2:

Delegation and Management Style:

- Delegation skills and empowerment.
- Management style - "situational" & "differential" leadership models.
- Group dynamics and team formation.
- Conflict and conformity in group situations.
- Problem-solving and decision making.
- Managing team meetings.

Unit 3:

Communication Skills:

- Improving communications and relationships.
- Dimensions of staff performance.
- Practical motivation.
- Appraisal - case studies in performance management.
- Coaching and developing staff - the skills of on-job training.

Unit 4:

Managing Performance & Relationships:

- Assertiveness.
- People problems and problem people.
- Constructive criticism - giving and receiving.
- Discipline.
- Fundamental principles for time management.

- Managing time with other people in mind.
- Planning and priority setting.
- Interruptions and accessibility.
- Understanding stress and managing stressed staff.

Unit 5:

Managing Change and Continuous Improvement:

- Concept of continuous improvement.
- Improving systems and processes.
- Engaging and enthusing the team.
- Creative thinking techniques.
- Implementing change.
- Influencing skills - making a case and managing the "politics".
- Action planning.