

€ TRAINING

Seminar: Essential Supervisory Skills





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Introduction:

This Leadership training course will benefit anyone in a managerial or supervisory position. It will provide you with the relevant skills and tools you need to be a professional and effective leader as well as increase your confidence and knowledge.

By using a blend of theory and practice, this course is designed to increase your confidence in the field of leadership and supervision and to provide you with the essential knowledge and toolkit of skills to work with confidence in this challenging, but very rewarding area.

Course Objectives:

At the end of this course the participants will be able to:

- Know the roles and responsibilities of an effective Supervisor and Team Leader.
- Know how to lead your team to success by being given an insight into recognized Leadership styles.
- Know how to apply a variety of Communication Styles when dealing with a range of differing personalities.
- Know how to Motivate teams and individuals and how to drive their performance to deliver outstanding results.
- Know how to develop the people within your team by delivering Feedback effectively and by setting them SMART Objectives.
- recognize the tools and techniques used to understand Behaviours and handle any Conflict that may emerge amongst members of your team.
- Know how to drive the productivity of your team by applying effective Delegation and Time Management techniques.

Targeted Audience:

This Essential Leadership Skills For Managers Course is suitable for anyone who manages, leads, or supervises in any environment, or those who have recently taken up a managerial position but have not received any previous training. If you are looking to develop your skills, confidence, knowledge, and understanding of how to inspire your team to deliver outstanding results and to be recognized as being an effective leader and role model to others, then this course will fully meet your objectives and expectations.

Course Outlines:

Unit 1:

- Defining the role of the Manager, Supervisor, and Team Leader.
- Understanding the skills, attributes, and qualities of an effective Leader.
- Establishing your credibility and authority as a Supervisor/Team Leader.
- Acquiring a range of Leadership Styles to suit different situations.

Unit 2:

- Communicating effectively with a range of personalities.
- Acquiring the essential skill of delivering Feedback effectively.
- Managing difficult personalities and Behaviours within your team.
- Resolve conflicts quickly.
- Motivating your people towards success.
- Handling difficult people and difficult situations - Conflict Management.

Unit 3:

- Coaching individuals and conducting one to one Meetings.
- Motivate and inspire employees.
- Managing the performance of your people and setting SMART objectives.
- Coach and develop staff effectively.
- Getting the most from your Team Meetings.