

# € TRAINING

Seminar: Supervisory Skills And  
Development of leadership



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## Introduction:

As a supervisor, the success of your organization rests in your hands. This course provides you with the opportunity to develop highly effective and essential supervisory skills that will strengthen teamwork and organizational success. Also, this course will help you manage everyday operations with greater ease. Furthermore, it will help you leverage both your managerial and people skills to meet your new challenges as the 21st-century supervisor.

## Course Objectives:

At the end of this course 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

## Course 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: Working with Teams:

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

### Unit 3: Creative Interpersonal Problem-Solving:

- Interpersonal Problem-Solving Process
- Steps for Interpersonal Problem-Solving
- Encouraging Creative Thinking
- Applying Brainstorming Formats and Mechanics
- Key Conflict Management Skills