€ TRAINING

Advanced Supervisory Skills - The Supervisor Development Programme (Certified Supervisor)

30 June - 4 July 2024
Dubai (UAE)

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REF: H144 DATE: 30 June - 4 July 2024 Venue: Dubai (UAE) - Fee: 4400 Euro

Introduction:

This seminar is designed for all those who have the potential and capabilities of developing into Supervisor, Team leaders, and new managers. Whatever their job title, if they are in charge of others then they will be helped greatly by this seminar.

Course Objectives:

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

- Know what real supervision is, and be able to explain to others what it is, and what it means.
- Understand and practice basic supervisory skills.
- Define the difference between the supervisory and the operational roles.
- Explain how to set and monitor objectives.
- Explain what motivates you and describe ways to motivate others effectively.
- Manage performance for results.
- Use different techniques to communicate effectively with your team.
- Use an appropriate strategy for delegating to others.
- Motivate and support others in the achievement of targets.
- Demonstrate effective questioning skills.
- Communicate effectively.
- Empower yourself and the staff who work with you.
- Describe your own sources of power and influence and know-how to use and develop yours.
- Influence to get support and help you to be an effective supervisor.

Targeted Audience:

- Supervisors
- Team leaders
- Employees who are being prepared to supervisory skills

Course Outlines:

Unit 1: What Is A Supervisor?:

- Should you be a supervisor?
- Making the transition
- The difference between doing and supervising
- Highs and lows of the supervisory role
- What are the skills of an effective supervisor?
- Developing the skills
- Different ways to supervise others
- Supervisory styles
- Common mistakes you don't want to make

Unit 2: Managing Performance - Getting Results:

- Characteristics of Performance Management
- Business Plan basics
- Assessing your current situation
- You and the business plan
- Getting productivity through people
- The importance of strategic Goal Setting
- Develop the 5 Success essentials
- Getting and managing results
- How to develop Pro-Active management
- Benefits and barriers to delegation
- How, when and to whom to delegate
- Getting it done right - instructing others

Unit 3: Managing Performance - Problems And People:

- What motivates me?
- What motivates others?
- What does Motivation do?
- Motivation creates energy
- The 3 Major steps of motivation
- Motivation in the workplace
- Herzberg□s Motivational Theory
- Tailoring motivation ideas to individual team members
- How to manage conflict
- Working with different types of personalities
- What to do when a problem arises
- Listening and questioning skills

Unit 4: Managing Communication:

- What is Communication?
- Three major levels of Communication
- The significance of Non-Verbal Communication
- Factors that affect your Communication
- Communication Chart
- Effective ways to Communicate
- Brain Communication impact
- Communication cycle
- Delivering clear, concise messages
- How to make an effective presentation
- Good / Bad relationships
- Planning a Team meeting
- How to be a decisive Decision maker
- Improving your ability to make decisions
- Verbal communication
- Barriers to communication
- Team communications
- Running a team meeting
- Choosing the right words
- Communicating in writing

Unit 5: Building Powerful Influence:

- What is personal empowerment?
- Sources of personal power
- Developing your Mind, Attitude, Appreciation & Character influence
- Mind Think power
- Know the impact of Teleological Thinking
- Replacement Principle
- Building your power
- Using your power
- Building trust and believability: walking your talk
- 10 Essential Qualities of a Top Supervisor
- Planning for your future - developing yourself
- How to Stay Motivated