

€ TRAINING

Mastering Supervisory Skills



8 - 12 November 2021
Amsterdam (Netherlands)



Mastering Supervisory Skills

REF: M1083 DATE: 8 - 12 November 2021 Venue: Amsterdam (Netherlands) - Fee: 4500 Euro

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.

Course Objectives:

At the end of this course 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:

- Supervisors
- Team leaders
- Employees who are potential to be promoted to a supervisory position
- Persons who want to gain supervisory skills to improve their career

Course 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