

Supervisory skills

Introduction

The transition from team member to supervisor is challenging. Supervisors focus on the day-to-day implementation of the company's strategies, so their contribution is vital in getting things done. This practical and interactive course will equip Supervisors with the skills and acquire the knowledge that they will need to supervise others.

Objectives

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

- Explain the role and responsibilities of the supervisor and the difference between a Leader, Manager and Supervisor
- Use appropriate supervisory and leadership styles
- Use appropriate communication skills to influence others
- Set effective goals
- Explain the benefits of motivation
- Explain how to deal with a variety of difficult people and situations
- Plan to ensure that delegation is carried out effectively
- Manage the performance of those that they supervise and develop their skills using coaching and appropriate training and development techniques
- List the ways of giving effective feedback
- Manage time more effectively
- Explain how emotional intelligence can help supervisors create an excellent team
- Plan their development into a leadership role

Content

A sample of what is covered includes:

- Good supervisor or bad supervisor: which do you want to be?
- The role and responsibilities of the supervisor
- Leadership, management and supervision
- What your company expect from its supervisors
- The supervision cycle
- Teams and how they work
- Managing and developing the teams we now lead or work in
- Motivating the Team
- Setting effective objectives
- Tasks - getting things done and managing work
- Managing performance and giving feedback

- Recruitment, introducing new members and onboarding
- Communication skills for supervisors
- Dealing with difficult employees
- When things go wrong
- Personnel effectiveness
- Time management
- Delegation
- Supervisory resilience

