

Open Course

Supervisory Skills

Duration:

1 day

Target Audience:

All levels : newly appointed supervising managers or those with some experience but no formal training.

Objectives:

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

- Improve their confidence to deal with new responsibilities and tasks
- Empower, and motivate their staff members
- Plan and prepare to introduce consistent standards across the team
- Handle the people issues confidently and effectively

Methods:

Presentation, group work, self analysis, roleplay and structured exercises.

Course Content:

Welcome and introductions

Course objectives and content

The principles of supervisory management

- What they are
- How to implement them

Defining the role

- Responsibilities for people, quality and results
- One of "us" or one of "them"?
- Action centred leadership

Effective delegation

- The basic principles
- Ways to ensure success

Induction and training

- How people learn
- The importance of planning

Handling the people problems

- A positive approach to discipline
- Motivation by involvement
- Conducting team meetings and briefings
- Establishing credibility

Action session

Summary and close