

SUPERVISORY SKILLS WORKSHOP – COURSE INFORMATION

FUNDAMENTAL MANAGEMENT SKILLS
FOR SUPERVISORS

INTRODUCTION

Improving the quality of the first line supervisor has always been considered essential by successful executives because of the immediate impact on employee productivity. It can be costly if a supervisor fails. As a result, training directors and managers allocate a sizeable portion of their budget to supervisor training.

Better Supervision = Better Understanding = More Trust = More Profits.

This workshop is specially designed with the dynamic business environment and challenges many face in the competitive business world. It can be specially customised to meet your specific needs.

OBJECTIVES

Help supervisors and team leaders perform even better with these 15 activities

Show that your organisation recognises the important role played by your supervisors and team leaders. Help them to become effective leaders and communicators and equip them with the supervisory skills they need to manage their teams.

Motivate your supervisors to want to achieve their full potential and encourage them to take responsibility for developing their own people too.

Subjects include:
leadership
delegation
motivational skills
team building
communication skills
decision making
internal customer care
time management
body language
total quality



Course Content:

1: More than just a title

The Roles and Responsibilities of the Supervisor.

2: I thought that's what I said

An Introduction to Communication Skills

3: You said that without moving your lips

Understanding Body Language.

4: Who are the customers?

The Concept of Total Quality Service.

5: The answer's no ...now, what was the question?

A Guide to Decision Making.

6: Taking the lead

An Introduction to Leadership.

7: Do it NOW! ...if that's OK with everyone else?

Styles of Leadership.

8: Achievement through people

The Task and the Team.

9: The eggs-ercise

An Exercise in Team Leadership and Team Working.

10: There just aren't enough hours in the day

Use and Abuse of Time.

11: Never confuse movement with achievement

The Time Management Graph.

12: I've only got one pair of hands

The Art of Delegation

13: I'll hold the post, Fred

Giving Clear Instructions.

14: My role is to enable US to do OUR job

Team skills

15: Here's a good course ...now who can we send?!

The Supervisor as a Trainer.

WHO SHOULD ATTEND: Team-Leaders, Supervisors, Executives, Managers, Senior Executives

METHODOLOGY: Seminar, Group Discussions Case Study and Role Play

PREREQUISITES: None.

LENGTH: 1 day

MATERIAL PROVIDED: *Participant Guide, Practical Exercises, Other Guides.*