

Effective Supervisory Skills (Intermediate)

Program Description

The rapid, far-reaching, and continuing changes of recent years have brought about a situation where understanding the psychology of individuals and Supervisory Skills is of prime importance in work settings. The world of work has changed dramatically in recent years with profound consequences for supervisors.

Organisational structures have shifted radically to the point where supervisors far greater autonomy, responsibility and accountability.

Making the transition from working beside fellow employees to supervising them can be both exciting and extremely difficult for all involved. It's a different working relationship, which requires a specific set of skills in order to make sure morale, productivity and relationships are maintained throughout the transition period.

It requires to manage their staff among with the need to resolve conflicts and complaints of their subordinates. This program will ensure that all the basics of supervision of covered and that new and potential supervisors are fully prepared in the skills and techniques of effective supervision.

This program addresses key skills in peer/supervisory relationships and learn how to make this transition successful. By learning what will change as they assume their new role as a supervisor, most individuals will be better equipped to accept the change and perform well in their new role within a shorter time frame.

Aim and Objectives

The Effective Supervising Training Program aim to give practicing supervisors or potential employees the foundation for their formal development in this role. It is also appropriate for participants working from inside teams or cells, who may not be specifically designated as team leaders but who have some responsibility for the group's outputs.

At the conclusion of this intensive and highly interactive training program, participants will have improved their knowledge and understanding to be effective supervisors.

They will be aware of techniques of supervision and have gained further insight and skill into the important areas of motivation, delegation, problem solving, communication, delegation, etc.

Program Outline

- ◆ **The Supervisor's Job**
 - Functions and skills
 - Levels of supervision
- ◆ **Approaches to Supervision**
 - Different approaches and their development
 - Choosing an approach
- ◆ **The Supervisor within the Organization**
 - Organizational structure
 - Authority relationships
 - Line and staff roles
 - Functional authority
- ◆ **Motivation and Leadership**
 - Understanding human nature and the needs of people
 - Satisfaction versus dissatisfaction
 - Making the most of people
 - Influencing choice of behaviour
 - Understanding leadership and becoming an effective leader
- ◆ **Supervisor as A Team Builder and Team Leader**
 - Principles of team building
 - The structure of teams
 - Characteristics of successful teams
 - Team roles, motivation and leadership
 - Team Leader's role and responsibilities
 - Roles of Team Leader and Team members
 - Leading the team
 - Motivation strategy
 - Factors that affects employee motivation
- ◆ **Delegating Tasks**
 - Principles of delegation
 - Attitudes to delegation
 - Preparing delegation plan
 - Allocating work effectively
 - Issuing clear instructions
 - Monitoring performance
 - Supporting, coaching and directing
- ◆ **Communication**
 - Communication process
 - Formal communication
 - Interpersonal communication
 - Barriers to communication
 - Overcoming barriers to effective communication
- ◆ **Developing High Performance Work Force**
 - Motivating and developing staff
 - Managing performance
- ◆ **Time Management**
 - Making the best use of your time
 - Prioritising work
- ◆ **Managing Priorities**
 - Prioritising the work
 - Scheduling work assignments
 - Effective time management
- ◆ **Setting Goals and Objectives**
 - Planning and control
 - Setting SMART objectives
- ◆ **Problem Solving and Decision Making**
 - Problem solving techniques
 - Decision making skills
- ◆ **Resolving Conflict**
 - What is conflict
 - Types of conflict
 - The difference between complaints and conflicts
 - Listening skills
 - Managing the conflict
- ◆ **Disciplinary Procedures**
 - Avoiding unnecessary conflict
- ◆ **Health and Safety**
 - Role of supervisor in HSE Management
- ◆ **Case Study and Discussions.**

Who Should Attend

The Effective Supervising Training Program is designed to help practicing / aspiring first line supervisors to improve their skills level to enable them to manage their sections more effectively and to improve productivity, quality and self-confidence.

This course is for personnel with minimum 3 years experience in a supervisory position or acting in the capacity of supervisor.

Training Methodology

The program is highly interactive and is conducted through instructor support, group discussion, role-plays, and practical exercises with delegates practicing the skills they have learned during the program.

How the benefits are achieved

The participants are encouraged to develop a positive and dynamic learning environment, facilitated by the trainer. **Case Studies** and **Syndicate Exercises** will be used extensively to stimulate and to give participants valuable skills and techniques to master the topics.

For any further information please contact us at:

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