

Supervisory Skills

Learning Objectives

Making the move into the supervisor's job can be demanding. It needs new skills, so that you can get results through other people. These essential skills for new supervisors do not come naturally. This course helps you start to learn them. After two days you will have the confidence to put them into practice and begin the process of effective, professional supervisory control.

This intensive course is highly participative and provides delegates with guidance on how they can build and develop key skills needed when they move into a supervisory role. The course is designed to be as practical as possible. The programme format includes individual and group discussions, simulation exercises and input from the course leader.

Pre-Requisites

This course has been designed for both the first time and experienced supervisor. It can be presented at different levels according to the skills of the delegates.

Topics:

Supervisory Skills – What are They?

- ✚ Understanding competencies
- ✚ Important attributes of management
- ✚ Leadership vs. management

Managing Resources

- ✚ Managing yourself
- ✚ Managing the environment
- ✚ Understanding strategy
- ✚ Understanding organizational change
- ✚ Developing systems
- ✚ Managing through people

Making Professional, Persuasive Presentations

- ✚ Planning the contents support materials
- ✚ Practicing the presentation
- ✚ Delivering the presentation

Standards of Performance

- ✚ Understanding why people work
- ✚ The staff relationship
- ✚ Why the staff relationship is paramount
- ✚ Interviewing/inducting new staff
- ✚ Appraisal, counselling & promoting staff
- ✚ Training and developing your staff
- ✚ Levels of staff relationship

Active Listening & Questioning Skills

- ✚ The skills needed to listen at work
- ✚ Face-to-face skills
- ✚ Effective questioning skills

Project Management Skills

- ✚ Initial scoping and setting up an assignment/project
- ✚ Diagnosis: Obtaining the facts and defining the problem
- ✚ Action planning
- ✚ Implementation
- ✚ Evaluation and termination

Influencing and Negotiation Skills

- ✚ Planning your position
- ✚ Giving and getting
- ✚ Getting to win/win

Planning and Decision Making

- ✚ Setting clear objectives
- ✚ Identifying key stages and milestones
- ✚ Ensuring the plan was implemented
- ✚ Problem solving
- ✚ Implementing the decision

The Meeting Process

- ✚ Planning and setting the agenda
- ✚ Getting contribution from everyone
- ✚ Ensuring effective follow up action is taken

Course Review & Wrap Up

A series of individual and group activities to consolidate the key skills introduced during the course, with individual action plans