

The Effective Supervisor Training

Description

Introduction

This exciting and interactive course examines the differences between ‘high’ and ‘low’ impact Supervisors/Team Leaders. It explores the skills and attitudes that make the difference between ‘great’ performers and ‘ordinary’ ones and provides participants with the opportunity to measure themselves against a model of excellence and develop the skills they need to enhance their impact. This is essential since Effective Supervisors/team Leaders have a high impact on their teams and all those with whom they work.

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This course will feature:

- An ‘experience-based’ model of supervisory excellence
- An opportunity to take stock of current approaches and working practices
- Exchanging ideas and perspectives with supervisors from a range of other organisations
- Honing and developing new skills
- Developing an action-based strategy to enhance impact on the team and the organization

objectives

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

- Understand their roles and the nature of high impact supervisory skills
- Develop a strategy to enhance the effectiveness of their teams
- Develop a strategy to support and develop the performance of each team member
- Review their personal working practices and supervisory style
- Explore the nature of organisational change and their role in it

Contents

Day One

Course Introduction / The Supervisor's Role

- Making an impact: what makes a great supervisor
- Roles, behaviours skills and attitudes
- Understanding the organisation
- Managing relationships
- Influencing skills

Day Two

Delegation & Supervisory Style/ Team-working & Leadership

- Delegating tasks and responsibilities
- Supervisory & leadership style
- Concept of empowerment
- Group dynamics and team formation
- Team roles and developing a super team
- Problem solving & decision making

Day Three

Managing People & Performance

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- Dimensions of performance
- Practical motivation
- Appraisal – making it work for you and your team
- Coaching and developing staff
- Skills of on-job-training
- Assertiveness and dealing with difficult people situations

Day Four

Managing People & Performance: Personal Effectiveness

- Criticism skills
- Discipline
- Making time for self and others
- Planning & priority setting
- Interruptions & accessibility

Day Five

Improving Communication, Managing Change & Action Planning

- Overcoming the barriers and pitfalls in communication
- Understanding change
- Continuous improvement and the high impact supervisor’s role
- Creativity and implementing change
- Making a case and influencing skills

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