

This course is suitable for new managers and supervisors with some or little formal training who are seeking an introduction to management techniques. It aims to explore the key skills and techniques you need to master in order to succeed with confidence as a Supervisor.

By the end of the course, delegates will:

- Understand the role of the Supervisor
- Delegate effectively to your team
- Motivate others
- Manage how others use their time and resources
- Make the switch from working alongside colleagues to managing them

Topics

Managing Yourself

The Role of Supervisor

- Descriptions of the role
- What do effective supervisors do?

Management vs Leadership

- Situational leadership
- Support V Challenge

Communication skills

- What makes someone difficult
- The communication process
- Effective communication
- Verbal communication
- Non-verbal communication
- Body Language

Time Management

- Typical procrastinators and time wasters
- What am I here for?
- Establishing priorities
- The Time Management Grid

Delegation

- What is delegation
- The advantages of delegation
- Why managers don't delegate
- What to delegate

Performance Management Appraisal

- The managers role
- The performance appraisal cycle
- Giving feedback
- Setting objectives

Conflict Management

- Identifying the different types of conflict & problems
- How to handle conflict

Personal Action Plan