



Leadership Skills for Supervisors

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Introduction

Supervisors (as leaders) play a vital role necessary to implement an organization's business objectives and achieve stability and growth. Leadership role helps the implementation of business policies established by the senior management, their immediate staff, and everybody else who possesses authority delegated by people with leadership responsibility. This workshop answers many questions concerning leading people such as: What is leadership? How does leadership differ from management? What should the role of a leader be? What are the traits of excellent leader? How should the behaviours and styles of a leader be?

Who Should Attend?

- Managers, Supervisors, First Line Managers, Team Leaders and anyone who will ever need to manage others, either socially or commercially.
- Anyone who are responsible for the development and implementation of organizational policies, goals and strategies.
- Anyone who is involved in managing human resource and deal with their day-to-day issues in any organizational context.

Training Methodology

The programme is carefully designed to address all styles of learning and to fully engage participants through the use of program materials, exercises, case study, and discussions of relevant organisational issues. Lectures and discussions are either preceded or followed by comprehensive individual and/or group exercises.

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration

Course Objectives:

This training course provides participants with the essential tools and techniques for successful implementation of their supervisory, management / leadership position.

In particular, at the end of this program, the participants will be able to:

- Recognize the leadership professional role and responsibilities
- Be familiar with and practise key leadership skills
- Apply leadership skills, tools and techniques to practical situations
- Prepare an action plan to implement on return to your work base.

Course Outline:

Part 1: The Role of a Leader - The TCM Leader

- Clarifying Your Priorities
- Leadership and Management
- Assessing Your Leadership Potential
- The Manager's / Leader's Job
- The TCM Leader
- Thinking (Planning)
- Action Plan sheet 1 : Strategies for Practicing Your Management-Leadership Role

Part 2: Communication

- Types and Advantages of Communication
- Fact Finding Skills
- Barriers to Active Listening
- The Fact Finding Process
- Action Plan Sheet 2: Strategies for Practicing Your Fact Finding Skills

Part 3: Motivation

- Motivation Drives and Motives
- Motivation-Hygiene Theory

- Job Satisfaction
- Motivating Your Team
- Dealing With Bad News Positively
- Action Plan Sheet 3: Strategies for Applying Your Motivation Skills to Your Life

Part 4: Leadership Styles

- Traits of Excellent Leader
- Leadership Styles
- Leadership Behavior & Styles
- Leadership Style Preferences
- Contingent Leadership
- Action Plan Sheet 4: Strategies for Practicing Your Leadership Styles