



## Mastering Supervisory Skills

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# Mastering Supervisory Skills

## Course Summary:

Mastering Supervisory Skills offers a course which is highly interactive and gives everybody an opportunity to exchange views and learn from each other's experiences. Mastering Supervisory Skills covers a wide range of topics relating to the supervisor's role. The course recognizes that supervisors not only have to manage their teams but also have to operate in a wider organizational context getting things done through, with and for other teams and departments. Insights developed during the course will be a particularly useful for second-line supervisors who themselves may have to manage the development of newly appointed supervisors.

Mastering Supervisory Skills is an exciting and interactive course designed to help experienced and second-level supervisors take stock of their roles and to develop the skills and approach they need to perform effectively in the modern organization.

To achieve higher productivity, supervisors need to know how to supervise their department effectively. Effective supervision is the key. Supervision is leadership in action. This course focuses on the leadership aspects of supervision. It is designed to help your supervisors have the correct attitude, plus a set of skills needed, to ensure that they can engage with subordinates on a daily basis.

## Who Should Attend?

General Supervisors, Supervisors who are responsible for the work of first-level supervisors, Experienced supervisors who are being prepared for promotion, Key Personnel

## Course Objectives:

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

- Extend their understanding of the supervisor's role and the processes of managing up, down and across the organization

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- Develop a strategy for enhancing the effectiveness of their teams
- Develop a strategy to support and develop the performance of each member of their staff
- Review their personal working practices and managerial style
- Make powerful decisions
- Think creatively and work towards creative solutions
- Manage personal time as well as that of subordinates / team members for maximum work efficiency
- Determine appropriate tasks to delegate and assign to right person

## Course Outline:

### The Supervisor's Role and Competences

- Course introduction and objectives
- Action planning
- Roles and responsibilities of the supervisor
- The competency concept - measuring actual behaviours against the model
- Understanding organizational culture
- Developing a network of relationships and influence

### Delegation and Management Style/Team-Working and Leadership

- Delegation skills and empowerment
- Management style - 'situational' & 'differential' leadership models
- Group dynamics and team formation
- Conflict and conformity in group situations
- Problem solving and decision making
- Managing team meetings

### Communication Skills/Managing Performance and Relationships

- Improving communications and relationships
- Dimensions of staff performance

- Practical motivation
- Appraisal - case studies in performance management
- Coaching and developing staff - the skills of on-job training

## Managing Performance and Relationships/Personal Effectiveness and Time Management

- Assertiveness
- People problems and problem people
- Constructive criticism - giving and receiving
- Discipline
- Fundamental principles for time management
- Managing time with other people in mind
- Planning and priority setting
- Interruptions and accessibility
- Understanding stress and managing stressed staff

## Managing Change and Continuous Improvement & Action Planning

- Concept of continuous improvement
- Improving systems and processes - engaging and enthusing the team
- Creative thinking techniques
- Implementing change
- Influencing skills - making an case and managing the 'politics'
- Action planning and course review

## Problems and Challenges Faced

- Group Discussion: Problems and challenges you face regarding leading, managing, communicating with and dealing with conflicts in your team

## Working Hard is Good for the Department, but What Will it Do For Me?

- Appealing to the WIIFM (What's in it for me?) need in every company employee.
- Exercise: Personal Vision, Mission & Core Values

## Understanding How You and Your Subordinates Think and Make Decisions

- Personality Development Instrument (PDI)
- PDI Personality Assessment Tool (PAT) profiling session

## Effective Communication for Supervisor

- Communication: The blood and oxygen of leadership
- The Great Communication Exercise.
- Clarification and verification skills
- Role plays on clarification and verification skills

## Deal with Uncooperative Subordinates or Subordinates Who Make Mistakes

- Do not CCC but evaluate
- Aggressive vs Assertive
- Using the Sandwich method of evaluation

## The Productivity Suite - Getting the Best Out of Your Day

- Effective Work Habits - Effectiveness Vs Efficiency
- Effective Time Management
- Effective Synergy
- Effective Delegation Skills
- Creative Problem Solving and Decision Making

## Conflict Handling

- 'The Indian Talking Stick' strategy
- Make your subordinate understand you - the Supervisor
- How to say No

## Influence Others for Positive Change

- Respect has to be earned - leading by example
- Informal Leadership
- How to make people remember you fondly for life

- Creating A Right-brain Experience (CARE)
- Going Above and Beyond the Call of Duty (ABCD)
- How to get others to do what you want them to do