Leadership, Management & Supervisory Skills For Lab Personnel (LAMP)

Introduction:

Supervisory leadership and management (LAMP) is one of the most significant factors in influencing an employee's success and satisfaction on the job. This Specialized Studies Program is designed to enhance your supervisory competencies and improve your capacity to effectively manage and lead others. You will also gain techniques for developing your staff to achieve maximum performance and organizational effectiveness. Today, laboratory personnel like other professionals, must develop and acquire the leadership skills.

Who Should Attend?

Lab Managers, Supervisors, Tem Leaders, Chemists and Technicians, Health & Safety and Environmental Professionals, Laboratory Seniors, Technologists, Analytical Laboratory Professionals, Laboratory Staff, Superintendents, Supervisors, Engineers, Chemists and Analysts,

Auditors, Research Directors, Chemical Engineers, Health & Safety Professionals Instrument Engineers

Course Objectives:

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

- Establish a systematic process for planning work and setting expectations, monitoring performance, developing a capacity for performance and rating and rewarding good performance
- Apply active listening skills: paraphrasing, empathizing, questioning
- Influence individuals over whom one has no immediate reporting relationship
- Develop a team culture of trust, openness, and collaboration
- Provide effective feedback to employees, recognize superior performance and confront inadequate performance
- Coach and mentor others by recognizing and developing a personal coaching style
- Developing techniques for problem-solving and continues improvements
- Exercise key practices and skills for improved communication

Course Outline:

- Elements of supervision and assessment
- Management responsibilities in an organization
- Performance management: leading for greater results
- Leading successful organizational change
- Effective listening and conflict management
- Problem-solving and decision making
- Communication in the business environment
- Coaching for superior performance
- Overcoming technical issues and laboratory problems
- Building blocks for successful technical writing reports
- Non-technologists working in a technology industry
- Professionals holding management positions in a technology environment