



The Effective Supervisor's Development Program

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Course Summary:

Effective supervisors have a high impact on their teams and all those with whom they work. What results from a high impact supervisor is a team that performs with diligence and commitment and staff who feel, not only that they are valued, but also that what they do matters and that they can make a difference. The effective supervisor also impacts on the organization - championing change and efficiency in their own area and co-operating proactively with others to mutual benefit and for organizational success.

This exciting and interactive workshop examines the differences between 'high' and 'low' impact supervisors. 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.

Who Should Attend?

Executives, Managers, Supervisors, Team Leaders, Superintendents, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, Champions, Officers, Management Professionals, Coordinators

Course Objectives:

By the end of this course, delegates will learn about:

- Extend their understanding of 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 organizational change and their role in it

Course Outline:

Supervisor's Role

- Course introduction and objectives
- Action planning
- Making an impact: what makes a great supervisor
- Roles, behaviors skills and attitudes
- Understanding the organization
- Managing relationships
- Influencing skills

Delegation & Supervisory Style/ Team- working and Leadership

- Delegating tasks and responsibilities
- Supervisory & leadership style
- Concept of empowerment
- Group dynamics and team formation
- Conflict and conformity in group situations
- Team roles
- Developing a super team
- Problem solving & decision making

Managing People & Performance

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

Managing People & Performance: Personal Effectiveness

- People Problems
- Criticism skills
- Discipline

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

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
- Action planning and course review