



Effective Supervision Techniques

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Course Overview:

Stepping up to a supervisory role creates a whole new set of challenges for the individuals involved. This programme is designed to equip new supervisors with a set of tools and best practices that will ensure that they make the transition to the new role in a confident and competent manner that enhances their ability to deliver on corporate goals.

Training Methodology

- Training input will consist of robust theory, role plays, case studies and self revealing questionnaires.
- Learning will be enhanced through active involvement in exercises followed by review.
- Opportunities for self assessment will be provided and feedback on individual and group performance will be encouraged.
- Participants will be asked to share and work on their own individual team issues and contract to continue support for each other after the programme.

Personal Impact

Participants will leave the programme confident in the knowledge that they are equipped with a toolkit of easy to use skills and best practises that will enable them to be more effective as supervisors.

Competencies Emphasised

- Role and goal clarity
 - Unlocking the door to better communications
 - How to motivate staff
 - Performance management
 - Delegation
 - Choosing an appropriate leadership style
 - Working with the team
 - Decision making and problem solving
 - Managing time and stress to improve efficiency
 - Personal action planning
- This seminar is designed for:

Who should attend?

- Newly appointed supervisors
- Supervisors who want to improve their abilities to manage their team more effectively
- Supervisors who have to manage difficult teams or individual team members
- Supervisors who would like to be able to delegate more but are concerned about the competence and / or commitment of their team members
- Managers who want to refresh their core managerial skills

Course Objectives:

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

- Have a clear process for establishing, clarifying and agreeing their role
- Understand the keys to better communications and begin to practice them
- Have mastered a wide range of techniques to improve motivation and enhance individual performance through proven goal setting and performance appraisal processes
- Have improved their ability to influence people
- Have practised handling grievances and counselling marginal performers
- Be skilled in dealing with difficult situations and people as they arise
- Understand the need for constantly promoting a culture of safety
- Have established their own leadership tendencies and chosen and practised an appropriate leadership style for the type of team they lead
- Have learned the practical steps involved in delegation that succeeds
- Have a tool kit of problem solving and decision making skills which can be adapted to different situations
- Understand the practical implications of team dynamics

Course Outline:

- Achieving Role and Goal Clarity

- The job of the supervisor
- Checklist for working effectively with your boss
- What a supervisor should expect from his manager
- What staff want from their supervisors
- Planning a productive goal setting and role negotiation meeting with your boss
- Receiving feedback

- How to be a Better Communicator

- The role of communication in modern organizations
- How to use communication channels effectively
- How to overcome communication barriers
- How to deal with others for success
- Listening skills enhancement
- Body language

- Staff Motivation

- Understanding what motivates people
- Motivational techniques for greater commitment and output
- Using the weapons of influence
- On -the -job training

- Coaching
- Giving praise effectively

-performance Management

- Delegation

- Performance appraisals that work
- Counselling for performance improvement
- Saying 'no' skilfully
- Standards of performance
- How to set performance objectives
- Performance management: a continuous process
- Constructive confrontation skills

- Choosing An Appropriate Leadership Style

- The who, what, when, where, why and how of delegation
- Delegating effectively
- Choosing the appropriate style in different situations

- Working With The Team

- The effect of different leadership styles on the team climate
- Managers versus leaders
- Behaviour, Attitude & Beliefs
- Cultural Context Inventory

- Managing Time and Stress To Improve Efficiency

- Group Dynamics
- Group Think
- Team leaders road map
- Process for tackling a new task systematically with the team
- 'Open' and 'Closed' tasks
- Types of teams & their unique features

- Personal Action Planning

- Understanding stress in self and others
- Planning, priority setting and dealing with crises
- Managing interruptions and access
- Time stealers and personal style
- What I will do and why
- How and by when
- Contracting with colleagues for mutual support

- Decision Making and Problem Solving

- The 'Rational Decision Making' model
- The 'Conflict Decision Making' model
- The decision making grid

- 'Fish bone' analysis
- 'Force-field' analysis