



Effective Supervisory Skills

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Introduction

Supervision plays a vital role necessary to implement an organization's business objectives to achieve stability and growth. Supervisory role helps the implementation of business policies and strategies established by the senior management, their immediate staff, and everybody else who possesses authority delegated by people with management responsibility.

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 does have to set up goals and objectives and measure performance of others
- 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 material, exercises, case study, role plays, and discussions of relevant organisational issues. Lectures and discussions are either preceded or followed by comprehensive individual 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 supervision position.

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

- Understand their own organization and the business environment within which it operates
- Recognize their supervisory professional role and responsibilities as part of the management team
- Be familiar with the principles and processes of performance management
- Set up and measure SMART objectives and assess performance
- Effectively communicate with employees, peers, and managers
- Adopt a systemic approach to motivating staff under their control
- Be familiar with strategies for dealing with organizational change and development process
- Be familiar with problem solving and decision-making processes, methods and techniques, and associated risks
- Prepare an action plan to implement on return to work.

Course Outline:

Module 1: The Role of the Supervisor

- Clarifying Responsibilities
- Definition of a Supervisor
- The Role of a Supervisor
- The Responsibilities of a Supervisor

Module 2: Managing for High Performance - Team Motivation

- Performance Management
- Setting Expectations and Goals
- Giving Positive Feedback
- Handling Performance Problems Effectively - Counselling or Disciplinary?

- Supervising with Flexibility.

Module 3: Communicating Proactively

- Building Interdependent Relationships
- Communicating One-on-One with Employees
- Delegating Tasks
- Communicating with a Team
- Communicating Every Day with Others
- Communicating with Your Manager

Module 4: Coaching for Excellence

- The Changing Playing Field
- The Best and Worst Supervisors
- The Coaching Process
- Strategies for Effective Coaching

Module 5: Dealing with Change Positively

- A New Paradigm
- Organizational Change
- The Impact of Change
- Change-Management Tools and Techniques
- Strategies for Managing Change