

Advanced Supervisory Skills

INTRODUCTION

This two day workshop is designed to enable experienced supervisors and team leaders to benchmark their current leadership style and identify skills they wish to develop. As well as enhancing their own personal development, delegates will discover many practical tools and techniques to enable the whole team to achieve excellent performance results.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **An understanding** of different leadership styles and when each works best
- **Gained** tips on how to employ proven management techniques
- **Developed** an effective approach to delegation using a proven structure
- **Gained** a better understanding of the people in your teams and how to keep them motivated
- **Gained** the confidence to deal with potentially difficult issues
- **Prepared** an personal and team action plan for implementation in the workplace

COURSE CONTENTS

- The role and purpose of the supervisor
- Identifying the key management and leadership skills
- Setting objectives effectively by being SMARTER
- Styles of modern management – the pros and cons.
- Assessing your own style, strengths and development needs
- Understanding different learning styles and how they affect your relationships with the individuals in your team
- Why teams fail – guiding your team through the various stages of team development in order for them to be effective and successful
- Understanding the importance of assertiveness through learning about behaviours
- Delegation: What do you delegate? To whom should you delegate? Delegating for best results
- Motivation: Assumptions and misconceptions; understanding what motivates people
- The appraisal process – continuous performance management
- Dealing with “difficult” situations – performance issues and giving feedback.
- Management clinic: Trouble-shooting for specific management issues
- **Personal Development Action Plan**
Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered

COURSE DURATION: 2 Day Course

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