

## Supervisor – Communication & Coaching

### INTRODUCTION

Although becoming a supervisor is the first step on the management ladder, it can often be the most difficult. The person who had previously been on the team, is suddenly put into a position of responsibility and may find it difficult to assert authority and motivate others. This practical lively course is designed to give delegates the vital leadership and managerial skills they need to succeed as supervisors.

### COURSE OBJECTIVES

By the end of this course, delegates will have:

- **Reviewed** the skills required for effective communication
- **Recognised** the importance of listening as an interactive skill.
- **Distinguished** different types of questioning.
- **Appreciated** the importance of eye contact and body language.
- **Understood** basic rights in interpersonal relationships.
- **Distinguished** assertive behaviour from aggressive.
- **Recognised** basic Transactional Analysis (TA) Techniques.
- **Distinguished** the benefits of an open sharing team culture.
- **Recognised** how they interact with others.
- **Practised** communication skills in different situations
- **Reviewed** ways to develop staff
- **Practised** delivering a coaching session
- **Reviewed** the need develop their personal skills
- **Prepared** an action plan for implementation in the workplace

**COURSE DURATION:** 2 Day Course

### COURSE CONTENTS

#### The Skills of Supervision

What communication skills does a supervisor need?

#### The Power of Behaviour

Why do people behave the way they do?

What influences our behaviour?

#### Principles of Communication

What is communication?

How do we communicate?

Listening

Gathering information

#### Communication in Action

Group Exercise

#### Assertive Communication

How assertive are you?

Choosing an assertive style

#### Analysing and Choosing Behaviour

Understanding interpersonal transactions

What is your favoured style of communication

Choosing to change

#### Communication in Groups

The importance of team communication

Managing communication in groups

#### Staff Development & Coaching

Identify areas of development within your team which could be met through coaching

Who can coach, who can be coached

Preparing to coach

Coaching Plan

Delivering a short coaching session

Giving feedback

Coaching action plan

#### 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 must of the theory covered*

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