

Supervisory Management

Outcome

Delegates should be able to:

- Clarify the role of the supervisor / line manager
- Understand the requirements and expectations of the supervisor's role
- Develop methods of achieving key results
- Monitor and evaluate the effectiveness of their staff
- Apply a range of communication, influencing and management skills

Course content

The aim of the course is to show delegates how to improve their supervisory skills.

It will enable the participants to motivate and delegate whilst developing a more effective style of leadership.

Key Topics include:

- Identifying good/poor supervisory and leadership styles.
- Vital elements in communication.
- Conflict avoidance
- Skills inventory – personal strengths and weaknesses.
- Influencing and motivating.
- Do you ask or do you tell?
- Dealing with delegation and difficult situations