



Supervisory Skills

Course Overview

Having competent first-line managers or supervisors is vital for the smooth running of any organisation. Often supervisors are promoted from within and struggle to make the transition from being 'one of the guys' to being on the first rung of the management ladder. This very practical one day course will provide a valuable foundation for first-line supervisors enabling them to develop skills and confidence to get the best from their teams.

Who should attend

First-line managers and working supervisors or team leaders who need to acquire the skills and confidence to rise to the challenges of their role.

Course Objectives

By the end of the course participants will be able to:

- Outline the role and responsibilities of a first-line manager
- Explain the expectations and boundaries when working as a supervisor
- Chose a leadership style that fits with the needs of the team
- Communicate with increased confidence for a variety of purposes
- Deal effectively with performance problems and conduct issues
- Give on the job instruction and constructive feedback to team members

Course Content

- Understanding the role of the supervisor and the expectations of others
- Overview of the habits of highly effective supervisors
- Avoiding the seven sins of supervision
- Awareness of how leadership styles can affect team performance

- Achieving the right balance between task, team and individual
- Recognising signs and symptoms of low motivation
- Practical steps to improving motivation
- Overview of the communication process
- Identifying causes and effects of poor communication
- Preparing to communicate –who, what, why, where, when, how
- Developing communication skills – speaking, questioning and listening
- Awareness of non-verbal communication
- Maintaining standards of work and conduct
- Approaches to dealing with poor performance and knowing how to intervene
- Practice at giving constructive feedback to individuals
- How to conduct on the job instruction or coaching sessions
- Personal action notes

Reviews

“The trainer was very good and had great knowledge and gave new light for all parts of managing my team.”

DB, Fishers Services Ltd

“Everything was useful. The course will help me for my future.”

MC, Fishers Services Ltd

“Margaret’s confident and friendly delivery style made sure everyone relaxed and participated throughout the session.”

MC, Tullis Russell Papermakers

“Enjoyed the training and picked up some useful tips.”

DO, Fife Council