

DURATION: A one day course

SUITABLE FOR: Supervisors, first Level Managers and Team Leaders who have been in the role for a short time. It is for everyone who would like to gain a better understanding of what is involved in managing effectively and improve their skills ranging from enhancing their credibility to delegation, motivation and giving and taking criticism.

COURSE OUTLINE:

OBJECTIVES:

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

- Understand what it means to supervise and manage effectively
- Know how to get the results and performance your staff are capable of
- Understand how to communicate more effectively and listen properly
- Understand how to establish or enhance your credibility
- Understand effective delegation techniques
- Enhance your ability to motivate your staff
- Appreciate the importance of and how to give effective feedback
- Create an Action Plan for the future

PROGRAMME:

Introduction & Workshop Objectives

- Finding out what you want to achieve today

Strengths

- Identifying your personal Strengths, Skills and qualities

Role of Supervisor

- Activities an effective Supervisor is involved in
- Action Centered Leadership

Communicating effectively

- What is communication?
- Why it can go wrong so often and how to avoid it
- Importance of Listening

Enhancing your credibility

- How can you establish or enhance credibility

Delegation / Giving Instructions

- Why should we delegate?
- Steps of successful delegation
- Avoiding reverse delegation

Motivation

- What motivates you?
- Key Principles of Staff Motivation
- Test yourself: How well do you motivate?
- Tips on how to motivate others

Feedback

- Two types of feedback – what they are, when to use, and where to use
- Giving and taking criticism

Summary and Close

- Reviewing the main Learning Points from today
- Creating an Action Plan for the future