

Supervisor Skills

Overview

This course focuses on understanding the role of a supervisor / team leader and the importance of developing the skills required to be successful in this role.

Target Group

This course is aimed at supervisors and team leaders within any organisation or industry who are either new to the role, or wish to enhance their current skills

Objectives

At the end of the course, delegates will be able to:

- Analyse their role, responsibilities and skills as a Team Leader / Supervisor;
- Identify a range of leadership styles and tailor their style to the individual;
- Improve team performance through motivation, feedback and managing performance;
- Communicate assertively and receive respect from others;
- Adopt a confident, professional and appropriate style when faced with difficult people or situations.

Course Content

Below is an overview of the topics that can be covered. Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- Leadership Styles – looking at how different styles of managing influences the performance of your people
- Leadership Inventory – the foundation skills in managing people
- Developing Teamwork – the principles of high performing teams
- Motivation and Performance Management
- Communication Skills – different communication and behaviour styles
- Assertiveness Skills
- Awareness of why others behave the way they do
- Be aware of their own responses and know how to keep in control
- Giving Feedback - the rules, techniques and practice
- Steps to Successful Delegation
- Deliver constructive feedback without upsetting the other person
- Strategies for diffusing and handling difficult people and situations

Outcomes

Each delegate will receive individual feedback and may be asked to complete a personal action plan to identify key changes to implement and skills to practice.