

People Management Skills for New Supervisors & Team Leaders - The Role, The Team and The Individual (2) days

Overview

This two day course develops the essential skills and techniques to turn promising employees into highly effective supervisors and team leaders. Delegates will learn the fundamentals of effective people management and team motivation.

Who Should Attend?

Supervisors, team and section leaders who are new to their role or who have had no previous training in the basics of people management. Supervisors with more experience please refer to "Team Management and Leadership Skills for Supervisors & Team Leaders".

Outcomes

By the end of this course you will be able to:

- Develop the key people management skills to ensure success in your supervisory role.
- Enhance the effectiveness/performance of your team and the achievement of objectives and results.
- Set and reach both personal and team objectives using delegation and time management skills.
- Understand how to overcome barriers to communication.
- Motivate, manage and lead your team and individuals to meet objectives and deliver results.
- Help staff solve problems which lead to under-performance.
- Handle difficult situations and people using empathy and constructive feedback.
- Effectively supervise individuals you used to work alongside.
- Practise the skills of assertiveness and active listening.
- Deal more effectively and confidently with disciplinary situations or conflict.

Content

Defining Your Role and Responsibilities

- What is required of you? - role and responsibilities
- Meeting new challenges and changes with confidence
- Understanding the nature of change - a model for implementing change
- Meeting the demands of your manager and team
- Defining your objectives and establishing your manager's contribution to your role
- Establishing your personal leadership style

People Management, Team Development and Delegation

- Setting personal and team objectives
- Evaluating performance, assessing and listening to individuals
- Recognising strengths and developing individuals' potential
- The process of delegation and its benefits
- Identifying and overcoming the barriers to effective delegation

Motivating the Team

- Maximising and maintaining input and motivation - building the desire for results
- Providing recognition and feedback
- Building a positive and successful team - motivating to achieve maximum performance
- Linking individual effort to team and organisational goals

Effective Communication

- Overcoming barriers - ensuring your communications get results
- Communicating more assertively in team meetings
- Ten tips for effective meetings

Overcoming People Problems and Difficult Situations

- Dealing with difficult people and situations - working towards positive conclusions
- Supervising people you used to work alongside
- Understanding the decision-making process
- A six-step technique to problem solving

Improving Team Performance

- Prioritising and planning for yourself and others
- Responding to poor performance
- Developing effective strategies for yourself and your team

Personal Development

- Preparing and developing a personal action plan to support your return to the workplace