

SUPERVISORY SKILLS

A THREE DAY RESIDENTIAL PROGRAMME

how to get extraordinary results from your people

This programme is for people who are new to supervising or who have not had formal supervisory skills training. The course covers all the important areas a Supervisor has to cope with. Clear guidelines are given on each topic together with comprehensive notes to form a practical working manual. Practical exercises and case studies are used to instill the skills and techniques a successful Supervisor needs to use.

Programme Contents

- The Role of the Supervisor
 - Making the First Move into Management
- Leadership and the Supervisor
 - The Mechanics and Dynamics of Supervision
 - Developing Leadership Skills
 - Recognising the Needs of Subordinates
- Recruitment and Training
 - Recruiting and Selecting
 - The Job Description and Person Profile
 - The Selection Interview
 - Training Needs
- Communication
 - The Written Word
 - Body Language
 - Being Assertive
- Quality and the Supervisor
- Problem Solving
- Motivation
 - The Theory
 - Putting Theory into Practice
 - Recognising and Dealing with Demotivation
- Control
 - Objective Setting
 - The Appraisal
 - Discipline and Reprimand
- Personal Effectiveness
 - Delegation
 - Time Management
 - Goals and Priorities

