

Supervisory Skills

Introduction

This 5-day modular programme can be run flexibly one day per week or each module can be purchased as a stand alone programme.

The objectives of the programme are to:

- ◆ equip you with knowledge, skills and confidence to perform well as a Supervisor;
- ◆ enable sharing of experiences and good practice amongst delegates;
- ◆ motivate you to continue developing and improving yourself.
- ◆ Each module has its own specific objectives.

The programme covers:

Day 1 Understanding supervision and personal effectiveness

- ◆ Understanding the role and skills of the supervisor
- ◆ Self assessment of strengths and development needs
- ◆ Being personally effective – what it involves
- ◆ Self-awareness: what motivates you? How do you learn?
- ◆ Assertiveness skills
- ◆ An effective 'mind set': beliefs, values and attitudes
- ◆ Problem solving and decision-making
- ◆ Quality people networks
- ◆ Your goals revisited.

Day 2 Time Management and Self-organisation

- ◆ Assessing your priorities
- ◆ Time Planning
- ◆ Time Stealers
- ◆ Techniques – paper and information management
- ◆ Techniques – workload management
- ◆ Techniques – people management
- ◆ Managing pressure - stability zones
- ◆ Making changes

Day 3 Motivating and Supervising Staff

- ◆ What motivates people?
- ◆ Performance Management and appraisals
- ◆ Effective one-to-one meetings
- ◆ Coaching and developing staff
- ◆ Delegation
- ◆ Giving and receiving performance feedback
- ◆ Handling difficult situations
- ◆ Action and learning points

Day 4 – Effective Communications

- ◆ Interpersonal skills
- ◆ Presenting and Public Speaking
- ◆ Writing skills
- ◆ Action and learning points

Day 5 - Service Excellence and Teamwork

- ◆ Team development
- ◆ Team building
- ◆ Effective meetings
- ◆ Effective customer service
- ◆ Programme overview and delegate assessment
- ◆ Learning goals and action plans

Programme timings

Each day begins with coffee/tea at 0915 for a 0930 start. We will take further 15 minute breaks at 1100 and 1500. Lunch will be about 45 minutes, taken at 1230. Each day will finish at 0430.