



Mastering Advanced Supervisory Skills

Duration: 5 Days

Language: en

Course Code: MG2-158

Objective

Upon the course completion, participants will be able to:

- Expand an understanding of a supervisor's role within an organisation.
 - Understand how to manage and support a team effectively.
 - Review personal leadership style.
 - Find a balance between supervisory and operational roles.
 - Develop necessary supervisory skills.
 - Set goals within a team and appropriately monitor progress.
 - Assess methods of motivating a team.
 - Understand how to delegate tasks suitably.
 - Utilise different communication methods.

Audience

This course is designed for anyone in a supervisory role who wishes to further develop their skills or those who aspire to achieve these roles. It would be most beneficial for:

- Team Leaders
- Operations Managers
- Marketing Supervisors

- Regional Managers
- HR Personnel
- Sales Supervisors
- Finance Managers
- Business Owners
- Communication Directors

Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review established supervisors' case studies to highlight their advanced skills and how they have influenced their success.

Analysing these studies will allow participants to thoroughly understand a successful supervisor's crucial skills. They can align these examples with the knowledge taught in the course to absorb the content truly. Participants will later partake in group discussions and role-playing activities with others to demonstrate the learned skills in a practical setting while being able to revive and offer constructive feedback for further improvement.

Summary

Strong management is always required within any business, regardless of industry or influence. A successful business cannot be achieved without skilled supervisors who manage their teams and promote productivity.

Supervisors provide an important link between those developing strategies and those enacting them. Their role is to find the balance between organisational goals and the welfare of supervised staff. To achieve this, supervisors must have strong communication skills and the ability to motivate and encourage staff and coach those necessary. Conflict is bound to occur with teams of different people working alongside one another, and a supervisor needs to be persuasive yet assertive to resolve it.

Not only must a supervisor be capable of improving their team, but they must also be competent in implementing desired changes. Supervisors must understand management fundamentals, delegate tasks accordingly, and manage time effectively to ensure all projects

or assignments are completed on time.

Productivity falls on the shoulders of the employees, and their performance reflects on their supervisor. A skilled supervisor can quickly recognise when efficiency is lacking and take the needed steps to get the team back on track. They will need to recognise the course and find solutions swiftly, whether that will be by reassigning tasks, coaching employees, or providing methods of stress reduction.

Course Content & Outline

Section 1: A Supervisor's Role

- The importance of a supervisor.
 - Devising action plans.
 - Roles and responsibilities.
- The competency concept – measuring and aligning behaviours to the model.
 - Reflect on the influence of workplace culture.

Section 2: Management Style

- Analysing employees' skills and delegating tasks best suited to them.
 - Types of management styles and what they each achieve.
 - Group dynamics and team formation.
 - Conformity and conflict in group situations.
 - Problem-solving and decision-making.
 - Organising team meetings.

Section 3: Communication Style

- Review different styles of communication.
- Understand the vitality of clear and concise communication.
 - Using empowering language to encourage others.
 - Reflect on the personal style of communication.

Section 4: Managing Performance

- Assertiveness and discipline.
- Fundamentals of time management.
- Providing and receiving constructive criticism.
- Planning and prioritising.
- Offering rewards and incentives for outstanding performance.
- Effectively coaching weaker employees to improve performance.

Section 5: Building Relationships

- How positive workplace relationships lead to increased motivation.
 - Organising bonding activities for team members.
- Recognising overly stressed employees and implementing methods to reduce stress.
 - Building relationships in an appropriate manner.

Section 6: Striving for Improvement

- The concept of continuous improvement.
 - Upgrading systems and processes.
 - Techniques for invoking innovation.
 - Implementing change effectively.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer

Categories

Customer Service & Public Relations (PR), Management & Leadership

Tags

Leadership, Management, Performance, communication, Supervisory

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YouTube Video

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