

SUPERVISION AND PEOPLE MANAGEMENT

2 DAY COURSE

Supervision requires balancing different views and adapting your management style to suit the situation. This course will help you get the balance right.

Supervision, or management, is the art of achieving outcomes through other people, and to do that you need first rate leadership skills. You can supervise or manage business functions, but you have to lead people. The role of the supervisor or first level manager is to do both. You are the link between senior or executive management and line staff, and what you do each and every day has an impact on the bottom line.

This course supports the development of the following core competencies:

Approachability
Command skills
Integrity and trust
Interpersonal savvy
Motivating others
Vision and purpose

As the first step of our Supervisors and Team Leaders Development Pathway, this course is recommended for supervisors and first level or first time managers who require practical tools and techniques to gain the cooperation and support of staff.

LEARNING OUTCOMES

- Gain confidence in delegating and delivering feedback.
- Overcome communication barriers you face as a manager.
- Choose the best leadership style in different situations.
- Coach your staff to improve individual performance.
- Deal with difficult behaviours and performance issues.

TOPICS COVERED IN THIS COURSE

The role of a supervisor or manager

Supervision is the art of achieving outcomes through other people. Getting the balance right is the most important skill.

Behavioural styles

The key to working better with others is to first understand yourself and how you like to work, and then identify how to adjust your style to suit other people.

Effective communication

The communication process and how to prevent barriers to communication.

Questioning skills

Successful people know the right questions to ask and, as a result, they get better answers.

Giving and receiving feedback

Learn to direct behaviour and motivate performance by giving positive and constructive feedback.

Managing according to the situation

Adopt the most appropriate leadership style depending on the situation with individual team members.

Diagnosing development needs

When to train, coach, delegate and counsel.

Managing performance

As a manager, you are responsible for managing the performance of team members, including both good and poor performers.

Managing the performance conversation

Close the performance gap by understanding elements that impact performance and plan a counselling feedback session.

Dealing with High Emotions

Life is 80% emotion and 20% intellect, emotion is what makes things tough.

Delegating

Advantages of delegation and how to do it successfully using the five steps.

Personal development plan tracker

Put the skills and behaviours you want to implement back in your workplace into action.



Behavioural profile: The DISC® Profile

The DISC® Profile provides a common language that people can use to better understand themselves and to adapt their behaviours with others. It is a personal assessment tool used to improve work productivity, teamwork and communication.