

LEARNING SUPERVISORY SKILLS

GETTING READY TO MANAGE EXECUTIVE LIFE CHALLENGES

DURATION – 2 DAYS

In today's Highly Competitive and Changing Business Environment, Long-Term Business Success depends upon MAXIMIZING THE VALUE OF YOUR PEOPLE !!!

With Learning SUPERVISORY SKILL's sharp focus on **INTERACTIVE & PRACTICAL SESSIONS**, participants will learn the skills they need to **Lead** and **Manage** their operations and people effectively!!!

ABOUT THE PROGRAM

Learning SUPERVISORY SKILLS is a TWO DAYS Interactive Program designed to enable the participants to understand their role as a SUPERVISOR, and how they may relate these skills in day to day running of the workplace.

The program lays special emphasis on Practices and Techniques for managing operational activities and people at SUPERVISORY LEVEL.

PROGRAM OVERVIEW

SESSION 1 - ICE-BREAKING : INTRODUCTION TO THE LEARNING SUPERVISORY SKILLS PROGRAM

SESSION 2 - UNDERSTANDING ROLE OF SUPERVISOR

- Key Tasks and Responsibilities | Establishing Performance Expectations
- Developing Job Skills and Coaching for Optimal Performance
- **Managing Discipline at Work**

SESSION 3 - SUPERVISING BY COMMUNICATION

- Identifying what makes a Good Supervisor
- Listening skills | Effective Communication | Barriers and Solutions

SESSION 4 - ASSERTIVENESS

- Guidelines for Assertive Communication

SELF DEVELOPMENT EXERCISE: PREPARING SELF-DEVELOPMENT PLAN (Overnight Task)

SESSION 5 - NURTURING PLANNING SKILLS

- Planning and Prioritizing Tasks

SESSION 6 - MANAGING CONFLICTS & TEAM DEVELOPMENT

- Sources of Conflicts and How to Manage them
- Clarifying Team Roles and Responsibilities | **Resolving Team Conflicts**

SESSION 7 - MOTIVATION & PERFORMANCE

- Understanding Motivational Anchors | How Motivation affects Performance

SESSION 8 - ACTION PLANNING & VALEDICTION : THE ROAD AHEAD

WHO WILL BENEFIT FROM THIS COURSE

Current and/or Newly Promoted Supervisors, Future Prospects/Potential Supervisors

PROGRAM OUTCOME

At the end of the program the participants will be able to –:

- ◆ Understand their role as 'SUPERVISOR' within the company | Identify and practice the KEY SKILLS for Effective Supervision
- ◆ Develop Personal Action Plans for future **Self Development**