

Supervisor Skills Participants Guide



SUPERVISOR SKILLS PROGRAMME

Introduction

Welcome to your Supervisor Skills programme. This course has been specifically designed by **MPW Learning** to meet your development needs. There will be several interactive exercises included during each of the sessions to ensure that you can practice the skills and more importantly transfer those skills back into the workplace.

Aim

To provide you with core fundamental behaviours and skills required to be successful in the role of Supervisor in your organisation.

Objectives

By the end of this course and without the use of notes you will be able to;

- Identify what skills, behaviour and values are essential for a Supervisor to be effective.
- List the advantages and disadvantages of the 3 key Supervisor styles.
- Identify your own individual learning style.
- Create a SMART objective for your own development.
- Use TGROW to deliver an effective coaching session.
- Identify the behaviours associated with passive, aggressive and assertive behaviour types.
- Identify what behaviour to use in conflict situations.
- Use the DMAIC problem solving cycle to solve a problem.
- Prioritise your individual 'to do' list using the prioritisation matrix.
- Develop a delegation brief to delegate a task to a team member.
- Identify what supervisor style is appropriate for each team development stage.
- Identify how to motivate your team.



Agenda

Day One

- Course overview, aims and objectives
- MODULE 1 – Role of an Effective Supervisor
- MODULE 2 – Supervisory Styles
- MODULE 3 – Communication
- MODULE 4 – Performance Management
- MODULE 5 – Coaching
- MODULE 6 – Handling Conflict

Day Two

- Day 1 Review
- MODULE 7 – Problem Solving
- MODULE 8 – Time Management
- MODULE 9 – Managing Teams
- MODULE 10 – Developing Self & Others
- MODULE 11 – Bringing it all Together
- Course close

Content

- MODULE 1 – Role of an Effective Supervisor Page 3
- MODULE 2 – Supervisory Styles Page 5
- MODULE 3 – Communication Page 7
- MODULE 4 – Performance Management Page 10
- MODULE 5 – Coaching Page 12
- MODULE 6 – Handling Conflict Page 15
- MODULE 7 – Problem Solving Page 21
- MODULE 8 – Time Management Page 22
- MODULE 9 – Managing Teams Page 29
- MODULE 10 – Developing Self & Others Page 32
- MODULE 11 – Bringing it all Together Page 36

Role of an Effective Supervisor

Question

Identify an exceptional supervisor (this could be someone you work with now or have worked for in the past).

Identify the characteristics that make them exceptional:

What do you consider to be the essential skills, behaviours and values of an effective Supervisor?

Answer



Module Key Learning

MODULE 1 – Role of an Effective Supervisor

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 2 – Leadership Styles

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 3 – Communication

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 4 – Performance Management

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 5 – Coaching

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 6 – Handling Conflict

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 7 – Problem Solving

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 8 – Time Management

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 9 – Managing Teams

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 10 – Developing Self & Others

What were your key learning points from this session?

What action are you going to take as a result of this learning?

MODULE 11 – Bringing it all Together

What were your key learning points from this session?

What action are you going to take as a result of this learning?

