

Supervisor Skills

with
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Introductions



- Name?
- Brief explanation of job role?
- Supervisor Experience, if any?
- What would you like to gain from this course?
- What key skills do you have that will help you become an effective Supervisor?
- What is your biggest achievement?

Agenda – Supervisor Skills

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
- Close



Agenda – Supervisor Skills

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



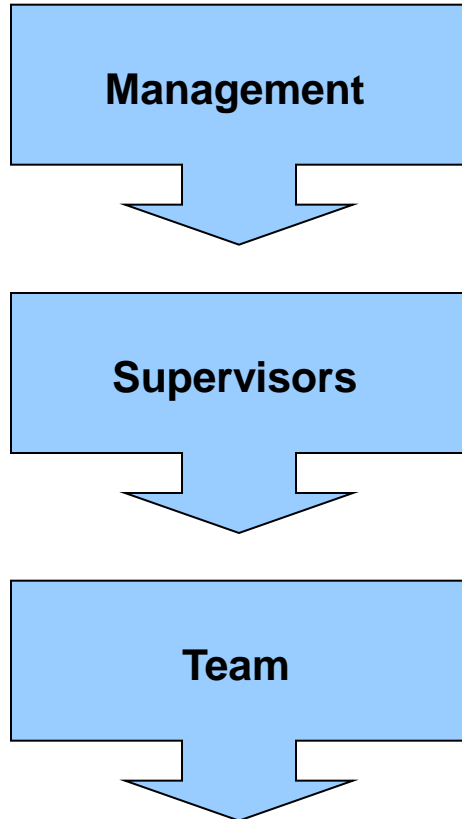
Module 1 Objectives

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.



Roles and Responsibilities



Strategy, Policy Planning, Finance.

Giving Direction, Setting Objectives, Leading the Team.

Carrying out tasks and objectives to ensure goals are achieved.