

Introduction

All too often, people are promoted to managerial or supervisory positions without having had any training or experience in managing people.

Aim

To provide delegates with knowledge and understanding of the key elements and best practice for effective leadership and management of people.

Course Content

- Definition of a supervisor
- Communication
- Team building
- Handling conflict
- Time management
- Effective meetings
- Dealing with stress
- Coaching
- Disciplinary procedures
- Motivation

Outcomes

Delegates will be understand:

- how to give instructions and support to employees
- the importance of good communication
- the importance of working to company standards
- the effect on productivity of the actions of a small group of employees
- the synergy within a team
- how to work with the different behavioural styles within a team
- how to develop team leader skills
- different types of conflict and how to deal with them
- time management techniques
- how to conduct meetings effectively
- various stress factors and how to deal with them
- the role of the coach and coaching skills
- how to operate disciplinary procedures
- motivation techniques, how and when to use them

Suitable for: Line managers, supervisors and those soon to assume such roles

Prior Knowledge/training: None required

Course Duration: 3 days

Numbers: Minimum 6, maximum 10

