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High Impact Supervisory Skills

27 April - 8 May 2025

Istanbul (Turkey)

High Impact Supervisory Skills

course code: M1085 From: 27 April - 8 May 2025 Venue: Istanbul (Turkey) - Radisson Blu Sisli course Fees: 6750 Euro

Introduction

This seminar is designed for all those who have the potential and capabilities of developing into Supervisor's, Team leader's and new manager's. Whatever their job title, if they are in charge of others then they will be helped greatly by this seminar. In this seminar you will learn to-

- Be effectively and professionally equipped for the major transition from the workforce to a team / leadership role
- Understand and practice key supervisory / management skills
- Learn how to motivate and harness your staff potential and abilities
- Develop objective setting, performance supervision and team communication
- Enhance your personal empowerment for successful corporate leadership

Objectives

By the end of this programme you will be able to:

- Know what real supervision is, and be able to explain to others what it is, and what it means
- Understand and practice basic supervisory skills
- Define the difference between the supervisory and the operational roles
- Explain how to set and monitor objectives
- Explain what motivates you and describe ways to motivate others effectively
- Manage performance for results
- Use different techniques to communicate effectively with your team
- Use an appropriate strategy for delegating to others
- Motivate and support others in the achievement of targets
- Demonstrate effective questioning skills
- Communicate effectively
- Empower yourself and the staff who work with you
- Describe your own sources of power and influence and know how to use and develop your
- Influence to get support and help you to be an effective supervisor

Organisational Impact

- Enhanced skill level of staff
- Higher levels of productivity
- More effective establishment of goals
- Increased motivation of personnel
- More effective communication throughout the organization

Personal Impact

You will learn how to:

- Know what real supervision is, and be able to explain to others what it is, and what it means
- Understand and practice basic supervisory skills
- Define the difference between the supervisory and the operational roles
- Explain how to set and monitor objectives
- Explain what motivates you and describe ways to motivate others effectively
- Manage performance for results
- Use different techniques to communicate effectively with your team
- Use an appropriate strategy for delegating to others
- Motivate and support others in the achievement of targets
- Demonstrate effective questioning skills
- How to communicate effectively
- How to empower yourself and the Staff who work with you
- Describe your own sources of power and influence and know how to use and develop your influence to get support and help you to be an effective supervisor

Training Methodology

This seminar will be presented in a highly inter-active manner, with a very impactive computer presentation style. Individual and group activities, will intersperse the sessions. Video and role plays situations will highlight the major teaching features.

SEMINAR OUTLINE

What Is A Supervisor?

- Should you be a supervisor?
- Making the transition
- The difference between doing and supervising
- Highs and lows of the supervisory role
- What are the skills of an effective supervisor?
- Developing the skills
- Different ways to supervise others
- Supervisory styles
- Common mistakes you don't want to make

Managing Performance - Getting Results

- Characteristics of Performance Management
- Business Plan basics
- Assessing your current situation
- You and the business plan

- Getting productivity through people
- The importance of strategic Goal Setting
- Develop the 5 Success essentials
- Getting and managing results
- How to develop Pro-Active management
- Benefits and barriers to delegation
- How, when and to whom to delegate
- Getting it done right – instructing others

Managing Performance – Problems And People

- What motivates me?
- What motivates others?
- What does Motivation do?
- Motivation creates energy
- The 3 Major steps of motivation
- Motivation in the workplace
- Herzberg's Motivational Theory
- Tailoring motivation ideas to individual team members
- How to manage conflict
- Working with different types of personalities
- What to do when a problem arises
- Listening and questioning skills

Managing Communication

- What is Communication?
- Three major levels of Communication
- The significance of Non-Verbal Communication
- Factors that affect your Communication
- Communication Chart
- Effective ways to Communicate
- Brain Communication impact
- Communication cycle
- Delivering clear, concise messages
- How to make an effective presentation
- 9 Effective Communication principles
- Positive Visual imaging
- Good / Bad relationships
- Planning a Team meeting
- How to be a decisive Decision maker
- Improving your ability to make decisions
- Verbal communication
- Barriers to communication
- Team communications
- Running a team meeting
- Choosing the right words
- Communicating in writing

Building Powerful Influence

- What is personal empowerment?
- Sources of personal power
- Developing your Mind, Attitude, Appreciation & Character influence
- Mind Think power
- Know the impact of Teleological Thinking
- Replacement Principle
- Building your personal power
- Using your personal power
- Building trust and believability: walking your talk
- 10 Essential Qualities of a Top Supervisor
- Planning for your future – developing yourself
- How to stay Motivated

Assessment

Following attendance on the workshop you are required to complete a checklist in respect of effective induction of a new member of staff to your team. The list should include organisational content as well as that most relevant to your own area of work.

You should bear in mind the topics covered on the programme.