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Mastering Supervisory Skills

19 - 30 August 2024

Amsterdam (Netherlands)

Mastering Supervisory Skills

course code: M1083 From: 19 - 30 August 2024 Venue: Amsterdam (Netherlands) - course Fees: 4500 Euro

INTRODUCTION

Mastering Supervisory Skills is an exciting and interactive programme designed to help experienced and second-level supervisors take stock of their roles and to develop the skills and approach they need to perform effectively in the modern organisation.

PROGRAMME OBJECTIVES

- extend their understanding of the supervisor's role and the processes of managing up, down and across the organisation
- develop a strategy for enhancing the effectiveness of their teams
- develop a strategy to support and develop the performance of each member of their staff
- review their personal working practices and managerial style

TRAINING METHODOLOGY

Mastering Supervisory Skills offers a programme which is highly interactive and gives everybody an opportunity to exchange views and learn from each other's experiences. The programme also includes a range of case studies, management games and simulations, discussion exercises, self-assessment instruments and video training films.

PROGRAMME SUMMARY

Mastering Supervisory Skills covers a wide range of topics relating to the supervisor's role. The programme recognises that supervisors not only have to manage their teams but also have to operate in a wider organisational context getting things done through, with and for other teams and departments. Insights developed during the course will be a particularly useful for second-line supervisors who themselves may have to manage the development of newly appointed supervisors.

PROGRAMME OUTLINE

DAY 1 - Programme introduction/The Supervisor's Role and Competences

- Programme introduction and objectives
- Action planning
- Roles and responsibilities of the supervisor
- The competency concept - measuring actual behaviours against the model
- Understanding organisational culture and
- Developing a network of relationships and influence

DAY 2 - Delegation and Management Style/Team-Working and Leadership

- Delegation skills and empowerment
- Management style – 'situational' & 'differential' leadership models

- Group dynamics and team formation
- Conflict and conformity in group situations
- Problem solving and decision making
- Managing team meetings

DAY 3 - Communication Skills/Managing Performance & Relationships

- Improving communications and relationships
- Dimensions of staff performance
- Practical motivation
- Appraisal - case studies in performance management
- Coaching and developing staff - the skills of on-job training

DAY 4 - Managing Performance & Relationships /Personal Effectiveness &Time Management

- Assertiveness
- People problems and problem people
- Constructive criticism - giving and receiving
- Discipline
- Fundamental principles for time management
- Managing time with other people in mind
- Planning and priority setting
- Interruptions and accessibility
- Understanding stress and managing stressed staff

DAY 5 - Managing change and continuous improvement/action planning

- Concept of continuous improvement
- Improving systems and processes - engaging and enthusing the team
- Creative thinking techniques
- Implementing change
- Influencing skills - making an case and managing the 'politics'
- Action planning and programme review