



## Supervisory Skills Development Course



11 - 22 November 2024



Milan (Italy)

# Supervisory Skills Development Course

course code: M15018 From: 11 - 22 November 2024 Venue: Milan (Italy) - course Fees: 4500 Euro

## Course Objectives:

- Identify the basic skills of the supervisor.
- Gain communication skills with others.
- Learn the principles of key management processes.
- Knowledge of the skills of problem-solving and decision-making.
- Identify the change management methods.

## Axes of the session:

- Successful management and supervision.
- The skill of communication and understanding patterns of characters.
- For planning and decision-making.
- Tasks and Responsibilities of the Supervisor.
- Evaluate the performance of subordinates and motivate them.
- Define the objectives of the section which is supervised by.
- Identify the needs of the section of the equipment and supplies.
- Development and training of subordinates.
- Communication and coordination with the concerned authorities and relevant.
- Preparation and writing of reports and administrative correspondence.

## Introduction in Supervision:

- Basic skills of the supervisor.
- Recipes Effective Supervisor.
- The difference between work management and work performance.

## Telecommunications:

- Definition of Contact.
- The importance of communication to supervisors.
- Obstacles to communication between supervisor and staff.
- Steps Effective Communication.
- Basic skills of communication (handling) skills.

## Planning:

- Definition of planning.
- Planning Types (Business Planning - Project Planning - Business Scheduling).
- Setting goals.
- Planning Steps.
- Schedule.

## Organization:

- Definition of regulation.
- Basic principles of organization.
- Relations between jobs and power lines.
- Distribution of tasks.
- Develop an efficient alternative.
- Time Management.
- Exercise scheduling and distribution of tasks.

## Guidance:

- Definition of leadership.
- Theories and methods of leadership.
- Determine the leadership style.
- Stimulus.
- On-the-job training and role.
- Musharraf.
- Performance evaluation.
- Addressing poor performance and undesirable behaviors.

## Supervision:

- Definition of censorship.
- The role of administrative functions in facilitating the control process.
- Supervisory control methods.
- Purposeful criticism.
- Corrective actions.

## Decision-making and problem solving:

- The difference between decision making and problem solving.
- Steps to solve problems and make decisions.

## The management of change:

- Planning for change.
- Identify the need for change.
- Set internal goals.

## Steps to change:

- Definition of Contact.
- Raising awareness of the need for change.
- Making change.
- Support and encourage new behaviors.

