

PALOMINO TRAINING SOLUTIONS SUPERVISORY SKILLS

★ **ONE** ★
DAY

9:00 AM - 15:30 PM

Fact: A successful manager or supervisor is able to lead a team by looking at both workplace performance and behaviour to get the most out of the employees.

With a host of challenges and responsibilities to tackle, supervisors need training like never before.

A horse leads with grace and poise. Be as graceful with your team by learning to overcome many of the managerial problems that may be encountered in this position. Dealing with these problems is not easy but it does not have to lead to discouragement.

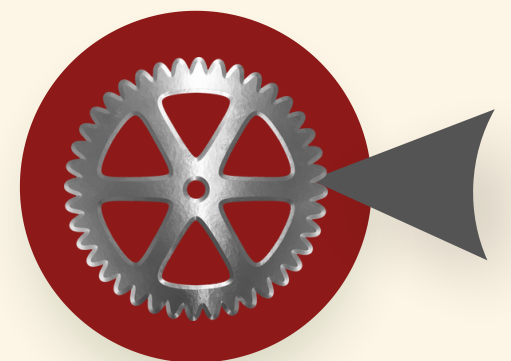
This introduction to supervisory skills course is designed to help delegates understand the skills and responsibilities that go with first line management.



Palomino Training Solutions
specialists in corporate training

Empowering others to help themselves through training, education & motivation.

COURSE OVERVIEW



SECTION 1: Responsibilities of a Manager

To management; To workgroup; To self

SECTION 2: Setting Goals

SMART Goals, The 3 P's

SECTION 3: Planning

The Six Steps to Planning; Implementation; Task Review and Evaluation; Types of Tasks; Prioritising

SECTION 4: Communication

Asking Questions; Probing; Listening Skills; Barriers; Active Listening; Non Verbal Messages

SECTION 5: Delegation

Delegation Do's and Don'ts; What is Delegation; Steps to Delegation; Degrees of Delegation; What to Delegate; Assessing Delegation

SECTION 6: Giving Feedback

The Sandwich Technique; The Six Steps to Constructive Feedback; Top Feedback Tips; Coping with Criticism

SECTION 7: Providing Instruction

Vague Instructions

SECTION 8: Managing Conflict

Positive vs Negative Conflict; Causes of Conflict; The Conflict Resolution Process

SECTION 9: Dealing With Difficult Employees

The Over-Dependent Employee; The Lazy Employee; The Hostile Employee; The Chronic Complainer

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

TARGET AUDIENCE

This workshop is designed for supervisors, team and/or section leaders who are relatively new to their role or who have had little or no previous training in the basics of people management.

