



STRATEGIC



DIRECTION



TRAINING ON TARGET

Supervisor Training

The Supervisory Leadership Series is a proven long-term organisational improvement programme that equips supervisors, managers, and team leaders with basic supervisory skills, while at the same time building leadership competencies.

The programme enables supervisors and team leaders to be competent in their roles, and practice effective communication, team building, change management and leadership to directly impact their work unit's success.

Programme Details

Supervisory Leadership Series is a highly effective programme with 19 integrated, configurable modules.

It is designed to help both new and experienced managers and supervisors build the confidence and skills they need to lead and manage a work group.

The flexible programme uses innovative learning approaches such as interactive presentations, discovery learning, personal application, skill practices and individual action planning. The modules can be configured to the combination that best meets your organisations needs.

Outcomes

Meeting Leadership Challenges is a half day module that helps participants understand the challenges and rewards of managing people successfully. Participants begin developing the skills and confidence to lead in their business environment.

Creating an Empowering Environment shows how to build a more supportive work environment and apply supportive leadership practices. This half day session teaches participants how to create strategies and plans that support their work units or teams.

Working Styles: Working with People Effectively is an essential one day module that explores the concept of Social Style. It helps participants learn and understand people's styles, practice versatility skills for more effective interactions and work together to achieve the best results.

Managing Conflict is a one day session that teaches skills and tools for managing and resolving conflicts within the work group.

Communicating Effectively is a half-day module that helps participants practice tools for good communication, and shows how to use two way communication skills and behaviours to engage employees in meeting work unit goals.

Making Valued Contributions shows participants how to utilise and leverage the unique talents, skills, expertise, perspective, experience and style each person brings to the work environment. This half day session helps participants enhance the solutions created by their work unit or team.

Building High Performance Teams is a half day module that explores the roles that team characteristics, participative leadership, and shared responsibility have in creating high performance teams. Participants will learn to use one-to-group skills to support and sustain effective teams.

Developing a Collaborative Mindset teaches skills to help work units and leaders reach innovative solutions through collaboration with diverse team members. The half day session explains the effect of different mindsets on team performance, and shows participants how to inspire team members to fully contribute their value.

Motivating for Results is a half day session that focuses on applying skills and tools that put the Leadership/Motivation Model into practice. Participants are able to identify and resolve motivational problems in a way that produces results.

Setting Performance Goals shows participants how to use written, measurable goals to focus employee energy and provide the basis for performance management. Upon completion of this half day module, participants will have learned and practiced a process for conducting a goal setting session with direct reports or team members.

Interviewing for Selection is a half-day module designed to help participants learn and practice a useful six step process for conducting selection interviews. Participants will understand that good selection decisions require two-way communication.

Taking Smart Risks shows participants how to develop employees into successful risk takers who make sound business decisions. This half-day session enables managers to apply a process that identifies risk opportunities and analyses which to pursue. Participants can use the Risk Analysis Cycle to evaluate the losses and benefits of an action, and learn a Risk Protection Strategy to ensure success.

Delegating and Directing is a half-day module that helps managers understand and identify situations for increasing and improving work allocation.

Managing Time Wisely is a half day session that teaches supervisors how to use self-management and time management techniques to achieve priority goals.

Coaching to Performance is a one day module that ensures employees are aligned through effective feedback from supervisors. Participants learn and practice essential coaching skills for improving job performance, creating a systematic effect.

Reviewing Performance examines the aspects of a good performance review, including communication of expectations, useful observation, and integration of the reviews into the employee's development plan. Participants spend a half-day learning and practising the performance review process.

Assessing Development Needs is a half-day module designed to help managers maximise the effects of development efforts on each employee. Participants learn the key steps to supporting growth, including needs assessment, preparation, implementation, and follow-up reinforcement and coaching.

Team Decision Making is a one-day session that teaches participants a systematic, structured approach to decision making that ensures the right people are involved and important details are not overlooked.

Problem Solving is the final one day module, designed to help participants learn a proven process and acquire a set of tools for analysing and solving problems in the work environment. Managers are able to create shared responsibility, and learn how to identify and remove potential obstacles to success.