

# Certified Courses



# Supervisory Skills

## Why Attend

- As a supervisor, the success of your organization rests in your hands. This course provides you with the opportunity to develop highly effective and essential supervisory skills that will strengthen team work and organizational success. Also, this course will help you manage everyday operations with greater ease. Furthermore, it will help you leverage both your managerial and people skills to meet your new challenges as the 21st century supervisor.

## Course Methodology

- This course relies on the use of a number of interactive tools such as assessments, role plays, and case studies. In addition, videos and team exercises are used to demonstrate the skills required for effective supervision.

## Course Objectives

- Define the supervisor's three roles and his/her related competencies for optimal performance
- Apply the essential supervisory functions that are key for the success of the team
- Use powerful communication skills in order to maintain trust and boost cooperation
- Implement effective coaching/mentoring techniques to help the team progress and grow
- Apply effective time management techniques to increase the productivity of the team

## Target Audience

- Supervisors who would like to develop highly effective supervisory skills in order to professionally and successfully manage their teams.

## Target Competencies

- Decision-making
- Planning and organizing
- Leading and controlling
- Problem solving
- Communication
- Coaching
- Mentoring
- Managing time

## Being a supervisor today

- Scope and nature of supervision
- The supervisor's three distinct roles
- An operational role
- A leadership role
- A communication role
- The supervisor's skills checklist
- Technical
- Human
- Conceptual
- The supervisor's competency self-assessment inventory
- The supervisor's image - 'A True Story'

## The main supervisory functions

- Planning the course of action to achieve operational goals
- Organizing the work of the team
- Identifying the work to be performed
- Delegating to empower
- Coordinating the work of the team
- Ensuring that all efforts move smoothly
- Supporting the team to increase productivity
- Building and leading a synergized team
- Ensuring that performance conforms to plans
- Establishing standards for high performance
- Implementing effective problem solving techniques

## The supervisor as a powerful communicator

- Generating enthusiasm using two-way communication
- Leveraging the power of positive attitude in your team
- Maintaining an atmosphere of trust and cooperation
- Developing the habits of an active listener
- Using body language to make a bigger impact
- Visual
- Vocal
- Building rapport with the team - 'The Mirroring Technique'
- Writing professional and accurate E-mails
- Providing proper orientation and positive discipline

## Monitoring and developing the team's performance

- Monitoring your team's progress
- Helping the team members build on their strengths
- Increasing the team's productivity
- Identifying the right time for coaching
- Identifying the right time for mentoring
- Being accessible and providing support

## Managing time effectively to increase productivity

- Keeping a to-do-list
  - Prioritizing your typical day
  - Breaking tasks down into steps
  - Using a progress report to track schedule
  - Learning how to avoid typical time wasters
  - Self-imposed time wasters
  - System-imposed time wasters
  - Making your meetings short and productive
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