

EFFECTIVE SUPERVISION

Course Outline

The main objectives of this course are:

- To introduce supervisors to the principles and practices of effective supervision.
- To create awareness of the importance of effective supervision as a vital tool in ensuring peak performance from employees.
- To assist supervisors in identifying and managing the changing dynamics of the workplace.
- To enable supervisors to develop techniques to communicate, motivate, support and delegate with authority and confidence.

What you will cover:

Supervision

- Supervision: Some Basic Principles
- The Role of the Supervisor/Manager
- Roles and Skills Required for Effective Supervisors/Managers
- Pitfalls of Supervising / Managing

Emotional Intelligence

- What is emotional Intelligence
- Activity: Developing Your Emotional Intelligence
- in Search of Emotional Maturity

Change Management

- Why Change Management is Important
- How People Respond to Change
- How Do You Manage Change
- The Skill Requirement for Managing Change
- Change and Our Emotions

Communication

- Communication Styles
- Body Language Signals
- Modes of Communication
- Review of Writing Basics
- Reports
 - Active versus Passive Voice
 - Commonly used formats for reports
 - Research and data evaluation

Leadership

- Leader Competencies
- Description of Leader Behaviours
- Leadership Style Inventory
- What Managers Must Do to Get the Best From Their Employees
- McGregor's Theories
- Profile of a Leader
- The Three (3) Classical Styles of Leader Behaviour

Team Building

- Suggestions for Fostering Team Spirit
- Teamwork Checklist
- Barriers to Teamwork

Performance Management

- What is Performance Management?
- Employee Performance Management Process: Basics
- Utilizing a Performance Management Approach in Your Business
- Discipline and Performance Problems: Quick Tips
- Activity: Communicating an Assignment

Conflict Management

- Behaviour Description Questionnaire
- Conflict Management: Skills-Building Exercise

Discipline

- Discipline and its Process
- Counselling
- Forms of Discipline
- Factors to Consider When Deciding on Specific Discipline
- Rules of Correction
- Activity: Undermining and Supportive Behaviours

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Personal Development

- Developing Personal Effectiveness: Guidelines
- Activity: Gauging Your Self-Esteem
- Action Plan
- Success is a Journey: The Seven (7) Rules to Success
- Significant Learnings

TARGET GROUP:

This course is designed for the supervisors with less than one year experience in this position or prospective supervisors.