

Moving into management brings with it an immediate need to grasp a wide range of core skills, all of which must be present if the first-time manager is to thrive on new responsibilities. The role of the supervisor is changing in many organisations: increased devolution of responsibilities means that the supervisor now has more need for training in 'people' skills. As well as managing one's own workload, there is a need to delegate, motivate, and direct your team appropriately. This broad-based workshop aims to equip managers and supervisors with some of these key skills and help them develop confidence in their roles.

Your Workshop Leader: Roy Breustedt

LEARNING OUTCOMES

By the end of this course, participants will:

- have increased awareness of motivation, time and conflict management, communication and interpersonal skills
- have increased their confidence and skills in their changing role
- become more proactive in the management of change within their organisations

AIMS OF THE WORKSHOP

- To provide new managers and supervisors with the knowledge, skills and behaviours to make the transition to a new level of responsibility
- To enable members to identify concerns and issues to help and resolve these
- To equip participants with the managerial skills necessary to adapt to evolving demands within their job function

WHO SHOULD ATTEND

This workshop is designed for people moving up to take on new managerial responsibilities either as Team Leaders, Supervisors, or new Line Managers. It will benefit anyone who is looking to move into management, or who is required to supervise other people on a daily or infrequent basis.

Outline Programme

Welcome and Introductions

Examining our Roles as Supervisor

- the Supervisor's perceptions
- building clarification and confidence in the role

Identifying key areas of Management

- principles and practice
- current management theories
- concept of empowerment vs delegation

Your Supervisory/Management Styles

- directing, coaching and delegating examples from current practice

Making more effective use of your time

- planning, prioritising and organising work
- maintaining and monitoring performance

Getting the best from your team

- motivating
- appraising
- coaching

Effective Delegation

- constructing a framework for effective delegation
- managing the process

Key Communication skills for the new manager/supervisor

- interpersonal skills
- gaining trust
- giving feedback and encouragement

Managing Conflict

Action Planning and Evaluation

Close of Workshop



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