



Supervisory Skills Development Course



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Introduction:

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 teamwork 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.

Targeted Groups:

- Supervisors
- Employees who are being prepared to be promoted to a supervisory position

Course Objectives:

At the end of this course the participants will be able to:

- Identify the basic skills of the supervisor.
- Define the supervisor's three roles and their related competencies for optimal performance
- Apply effective time management techniques to increase the productivity of the team
- Gain communication skills with others.
- Learn the principles of key management processes.
- Knowledge of the skills of problem-solving and decision-making.
- Identify the change management methods.

Targeted Competencies:

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

Course Content:

Unit 1: Introduction in Supervision:

- Basic skills of the supervisor.
- Recipes Effective Supervisor.
- The difference between work management and work performance.

Unit 2: Communication:

- Definition of Contact.
- The importance of communication to supervisors.
- Obstacles to communication between supervisor and staff.
- Steps Effective Communication.
- Basic skills of communication handling skills.

Unit 3: Planning:

- Definition of planning.
- Planning Types Business Planning - Project Planning - Business Scheduling.
- Setting goals.
- Planning Steps.
- Schedule.

Unit 4: Organization:

- Definition of regulation.
- Basic principles of organization.
- Relations between jobs and power lines.
- Distribution of tasks.
- Develop an efficient alternative.
- Time Management.
- Exercise scheduling and distribution of tasks.

Unit 5: Guidance:

- Definition of leadership.
- Theories and methods of leadership.
- Determine the leadership style.
- Stimulus.
- On-the-job training and role.
- Musharraf.
- Performance evaluation.
- Addressing poor performance and undesirable behaviors.

Unit 6: Supervision:

- Definition of censorship.
- The role of administrative functions in facilitating the control process.
- Supervisory control methods.
- Purposeful criticism.
- Corrective actions.

Unit 7: Decision-Making and Problem Solving:

- The difference between decision making and problem-solving.
- Steps to solve problems and make decisions.

Unit 8: The Management of Change:

- Planning for change.
- Identify the need for change.
- Set internal goals.

Unit 9: Steps to Change:

- Definition of Contact.
- Raising awareness of the need for change.
- Making change.
- Support and encourage new behaviors.