



• **Leadership & Management Skills for Supervisors**

Course Description:

- This leadership and management training course provides an understanding of the issues which allow for effective management and supervision, such as proactive planning, understanding of customer relations, effective time management, proper communication and understanding human interaction, helping new managers/supervisors know how to use productive leadership and management techniques. Building effective management and supervisory skills that can help you and your organization succeed starts with management and supervisory skills training. This course will help you develop and refine the skills you need to manage people more effectively and be ready for unexpected change. You will explore topics critical to developing effective management skills such as performance management, motivation, team development, interpersonal and communication skills, supervisory skills training and time management skills: everything you need to manage people effectively.



The Training Course will highlight:

- This leadership and management training course provides an understanding of the issues which allow for effective management and supervision, such as proactive planning, understanding of customer relations, effective time management, proper communication and understanding human interaction, helping new managers/supervisors know how to use productive leadership and management techniques. Building effective management and supervisory skills that can help you and your organization succeed starts with management and supervisory skills training. This course will help you develop and refine the skills you need to manage people more effectively and be ready for unexpected change. You will explore topics critical to developing effective management skills such as performance management, motivation, team development, interpersonal and communication skills, supervisory skills training and time management skills: everything you need to manage people effectively.

Course Objective:

- **By the end of this course, delegates will learn about:**
 - Understand the difference between managing and leading
 - Explore the main drivers of leadership and management success
 - Understand and develop skills necessary for new managers/supervisors
 - Learn the importance of managing with strategic thinking
 - Learn how to set goals and plan effectively and efficiently
 - Create a personal development plan based on the above skills
 - Understand how to develop productive communication techniques
 - Understand the importance of performance standards, goals and objectives
 - Develop improvement plans to accomplish work and improve performance
 - Develop interpersonal skills that help you communicate, listen and handle conflicts
 - Become more effective at influencing others
 - Accomplish goals and control outcomes when dealing with staff, peers, management and other departments
 - Learn how to work with groups and teams to solve problems and accomplish projects
 - Hold performance discussions that result in changed behavior and enhanced productivity
 - Analyze your own style of behavior and recognize your strengths/weaknesses
 - Understand the key leadership and management skills, including goal-setting and motivation, impact and influence, customer service, emotional intelligence, delegation, time management, listening, feedback, appraisal and learning, managing conflict and challenge, performance management, reporting up, coaching for performance, change and transition, personal development.

WHO Should attend?

- Executives, Managers, Supervisors, Team Leaders, Superintendents, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, Champions, Officers, those professionals who are new to relatively new to supervision, team leadership and management, or who have recently been promoted to a higher level or a bigger team. It will also help anyone who wishes to refresh and develop their team leadership and management skills.

Training Methods:

- This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;
- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions



Daily agenda

- **Leadership Fundamentals and Issues All New Managers Face**
- Crucial differences between being the leader and "being the boss"
- The challenges facing leadership today
- How to acquire a supervisor's mind-set and image
- The emotional requirements of being a supervisor: Have you got what it takes?
- Can you be friendly with your staff and still maintain respect and compliance?
- Tips for avoiding the problems that come from supervising friends and former coworkers
- Most common mistakes new supervisors make and how to avoid them

Daily agenda

- **Leadership Skills**
 - The history of leadership
 - The difference between leadership and management
 - How leadership drives performance
 - The leadership cycle: daily, weekly, monthly ...
 - Leadership toolbox: the key leadership and management skills
 - Personal leadership inventory
- **Leadership Purpose**
 - Vision and mission
 - Purpose and potential
 - Presentation skills and personal impact
 - Mindset and resilience
 - How to create alignment: personal, team and business goals
 - Connecting with customers (internal and external)

Daily agenda

- **Team Power**
 - Mindset, team dynamics and motivation
 - Limiting beliefs and other brakes on performance
 - Emotional intelligence and influence
 - Teamwork and trust: management skills for managing teams
 - Situational leadership and the one minute manager
- **Building a Highly Motivated, High-Performance Team**
 - Recognizing the crucial role you play in driving your team's effectiveness
 - Keys to making every team member feel valued and important
 - Building relationships that enhance cooperation among team members
 - How to ignite enthusiasm and gain buy-in for accomplishing goals
 - Understanding the basic things that motivate today's workers
 - Creative ideas for keeping your team motivated

Daily agenda

- **Communication Techniques Every Manager Should Know**
- Why developing your communication skills is essential to management success
- Your role in keeping lines of communication open at all times
- Words and phrases that can destroy your credibility and authority and what to say instead
- The secret to giving crystal clear directions that are understood the first time
- Active listening techniques that ensure you'll hear what's really being said
- Pointers for speaking more powerfully and confidently in meetings

Daily agenda

- **Team Performance**
 - Effective delegation and avoiding 'monkey-management'
 - Coaching for performance
 - Team and individual coaching skills
 - Mission control: managing people and projects through goals and objectives
 - Time management, priorities, meeting deadlines and personal effectiveness
- **Managing People and Change**
 - Theories of change: why we find change hard / how to make it easy
 - Giving and receiving feedback
 - Difficult conversations and conflict
 - Working relationships (managing up and down)
 - Personal development and growth plan