

SUPERVISORY SKILLS PROGRAMME



Supervisors today are juggling between their tasks, managing their staff and achieving their targets. May a time, they feel overwhelmed with uncertainties and issues that require their immediate attention. An excellent supervisor must be able to balance his time, manage his manpower and resources in order to produce optimum results. His team members play a vital role to ensure his effectiveness and enhance his ability to make the right decision.

COURSE OBJECTIVE

This program has been created to assist those who supervise other employees. It will address some of the fundamental principles of supervision. These principles will benefit you as you understand and apply them. Internalizing these principles takes time, practice, and patience.

As you master the fundamental principles of supervision you will grow personally and your job as a supervisor will likely become more comfortable and much more gratifying

LEARNING OUTCOMES

- Understand what drives your behaviour
- Learn why people react differently to situation
- The right way to communicate with team members
- Identify the “gap” in your leadership style
- Learn to solve problems and make rational decisions
- Manage your time
- Effective people management

METHODOLOGY

This program is conducted in a highly interactive manner where it enables the participants to have experiential learning throughout the training session. All the modules include one or more of the following methodology:

Group work, Case study, Lecture, Role play & Exercises

TARGET AUDIENCE : Team Leaders, Line Leaders and Supervisors.

COURSE OUTLINE

- Organization behaviour and team dynamics
- Measuring your core
- Competencies
- Managing supervisory
- Communication
- Problem solving techniques
- Decision making process
- Time management
- Coaching/Counselling
- What makes a great supervisor

Facilitator
Sajni Dharamdass

Duration : 2 days