

# People Skills



2 day  
course

## Supervision, Leadership and Delegation - THE ESSENTIALS

**'The first step to management'**

### Business scenario

Interpreting the decisions of management and encouraging staff response is the greatest challenge for a supervisor or team leader. To be successful you need strong planning and organising skills, matched with excellent people management and a deep understanding of the role delegation plays in staff development.

### Who will benefit?

Supervisors, section leaders and for those seeking to lead a team and be accountable for the achievements of others.

### Course objectives

By the end of the course you will be able to:

- Communicate team direction confidently and clearly
- Plan and set effective objectives for yourself and the team
- Lead your team by example
- Know when, why and how to delegate for improved skills and teamworking
- Employ techniques to improve your style of communication
- Motivate through encouragement
- Manage performance for best results

### Course content

#### Introduction to core skills and key responsibilities:

- The role of the supervisor & the key qualities for success
- Understanding your objectives and responsibilities
- Balancing demands & expectations of management & team

#### Establishing direction and planning changes:

- Setting goals and knowing how best to achieve them
- The importance of planning in increasing effectiveness
- Using time management techniques to make improvements
- The impact of change & how to plan for a positive outcome

#### Team development and people management:

- Knowing the key stages of team development
- Different management skills for different situations
- Influencing team work by identifying team roles & preferences

#### Delegation and motivation:

- Developing people to excel in their roles
- Linking the four stages of delegation individual needs
- Providing recognition and giving specific feedback
- Dealing with difficult issues and performance problems confidently
- Using techniques to handle tricky situations in a constructive way

#### Effective communication:

- Identifying and evaluating your personal leadership communication style
- Understanding the principles of clear communication
- Recognising the impact of your communication
- How to improve your communication style to get results

*learning excellence, positive engagement...*

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## Course features

Throughout this course there are a number of practical exercises to help apply the theory to real life situations. Management theories and principles are explored using exercises, questionnaires, video case studies.