

Supervision, Leadership, & Delegation

2 day
Course

'The Essentials of 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 this 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 team working
- Employ techniques to improve your style of communication
- Motivate through encouragement
- Manage performance for best results

Course Content

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| <p>Introduction to core skills and key responsibilities:</p> <ul style="list-style-type: none"> ▪ The role of the supervisor & the key qualities for success ▪ Understanding your objectives and responsibilities ▪ Balancing demands & expectations of management & team | <p>Delegation and motivation:</p> <ul style="list-style-type: none"> ▪ Developing people to excel in their roles ▪ Linking the four stages of delegation to 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 |
| <p>Establishing direction and planning changes:</p> <ul style="list-style-type: none"> ▪ 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 | <p>Effective communication:</p> <ul style="list-style-type: none"> ▪ 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 |
| <p>Team development and people management:</p> <ul style="list-style-type: none"> ▪ Knowing the key stages of team development ▪ Different management skills for different situations ▪ Influencing team work by identifying team roles & preferences | |

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 and questionnaires,