

Course Name

Supervision Skills

Course Duration

One Day

Course Objectives

This course covers the key skills necessary for people to become effective supervisors, and is ideal for recently promoted supervisors or those who have not had any formal training.

Course Content

- **Becoming a supervisor – how to begin, renew or restart**
 - What it takes to move from boss to supervisor/leader
 - The supervisory leadership index (SLI)
 - Tips on how to use the SLI
 - Common pitfalls of the renewed supervisor
- **Goals, the cornerstone to effective supervision**
 - 8 ways to successfully launch a supervisory career
 - Now you are supervisor, what do you do?
 - Administrative essentials
 - The 90 day, one page management plan
- **Time and Priority management**
 - Giving “AIR” to your goals
 - Scheduling problems and practical solutions
 - 3 steps to creating a daily plan
 - Techniques for handling interruptions
 - Strategies for resolving conflicting goals and priorities
 - Using the MBWA to minimize interruptions
 - 0 time tested techniques for the time master
 - Tips for working with your admin support staff
 - The 4 R’s of dealing with the paper flood
- **Performance management**
 - The “life cycle” of the employee
 - 3 steps to hiring winners
 - The supervisor as trainer
- **The supervisor as a coach**
 - How to determine when coaching is needed
 - The coaching model
 - 9 ways to become a better listener
 - How are your coaching skills?
- **The supervisor as counsellor**
 - The “how to’s” of a counselling session
 - Techniques for writing the improvement plan
 - Politics and legalities of discipline
 - The 4 step discipline process
 - Step 1 and 2 of the termination interview
- **The motivation workshop**
 - Steps 4, 5 and 6 of the termination interview.
 - Dealing with the aftermath of termination
 - What really motivates people?
 - How to reward behaviour – and get more of it
 - Motivation by being timely, specific, customized and fair

Continued overleaf



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- **More on motivation**
 - Creative alternatives to raises
 - 30 ways to recognize reward without using cash
 - Feedback as motivation
 - Dangers of punishment
 - How to recognize and use employees' hidden strengths
- **Supervisor as a member of management team**
 - The platinum rule for treating others
 - Alignment with your boss through values, goals, image and vision
 - What to do when another manager gives you a direct order
 - Using initiative to gain influence and visibility
 - What are you doing to develop your image?
- **Advanced career development**
 - Creating a balanced lifestyle
 - Importance of being of service
 - How to avoid the self-destruct syndrome

Prerequisites

There are no prerequisites for this course.

Interested in this course?

Contact us today to see how Insight can tailor training to suit your needs. Call us on **08452 306 099** or visit our website **[insighta.co.uk](https://www.insighta.co.uk)**