



Outcomes for the 3 day 'Leadership Skills for Supervisors' course

At the end of PART ONE delegates should be able to:

1. Introducing Supervision

- Define the term 'Supervisor', distinguishing between supervisory and non-supervisory work.
- Explain the nature of supervisory work in terms of functions and skills.
- Identify their strengths, and areas needing development to become more effective Supervisors.

2. Focusing on Leadership

- Identify the apt power base and personal characteristics to lead effectively.
- Explain the importance of balancing the needs of the Task, Team and Individual team members.
- Use appropriate Directive and Supportive behaviour when leading team members.

3. Motivating the team

- Define motivation.
- Explain three motivation theories and how to implement them.
- Identify supervisory practices that motivate or de-motivate.
- Develop a list of motivators that would apply to their team members.

4. Aligning team activities with business goals

- Name and use planning concepts and terminology.
- Explain how their team activities can be aligned to business goals.
- Develop measurable goals for work teams within key result areas.
- Use brainstorming tools to establish plans to achieve team goals.

At the end of PART TWO delegates should be able to:

5. Managing time

- Describe and explain practical ways of managing time effectively.
- Distinguish between Urgent and Important and use this knowledge to prioritise tasks.
- Explain the difference between Effective and Efficient use of time.
- Apply their time management knowledge to create an effective 'To Do' schedule.

6. Delegating

- Define the term 'delegation' and explain its benefits.
- Use a Planning Sheet to assist in delegating tasks.
- Delegate successfully.

7. Giving feedback and disciplinary counsel

- Explain the importance and impact of feedback.
- Describe constructive ways to give and receive feedback.
- Undertake a successful disciplinary counselling interview.

8. Identifying training needs and coaching

- Explain the Supervisor's role in developing team members.
- Describe how adults learn.
- Use a Flow Chart to identify possible solutions for poor performance.
- Use demonstration and feedback when coaching.

9. Understanding the needs of the Business

- Explain the link between profit, income and costs.
- Identify and implement improved ways to service customers.
- Identify and implement ways to reduce costs.
- Explain productivity and implement ways to improve it.

10. Working together successfully as a team

- Assist the team to identify their values.
- Assist the team to identify practices that help or hinder team performance.
- Assist the team to develop a Team Agreement to document how they will work together.
- Manage staff misconduct according to the Team Agreement.

At the end of PART THREE delegates should be able to:

11. Communicating positively and assertively

- Identify and implement words and attitudes that have a positive effect.
- Explain the difference between aggressive and assertive behaviour.
- Use assertive communication and active listening skills.

12. Leading Team Meetings

- Identify things that ensure productive team meetings.
- Describe the benefits of using an agenda and use a model agenda.
- Demonstrate interpersonal skill in handling difficult behaviours in meetings.

13. Solving Problems

- Use a structured approach to solve a problem.
- Analyse data by means of Histograms and Fishbone Charts.
- Use brainstorming techniques to generate solutions to a problem.

14. Resolving Conflict

- Explain the merits of various conflict management styles.
- Describe how to deal with conflict constructively.
- Use a technique to explore the needs and fears of the people involved in a conflict.

15. Dealing with workplace pressure

- Distinguish between pressure and stress.
- Identify the physical, mental, and behavioural signs of stress.
- Describe their workplace pressures that lead to stress.
- Develop an action plan to deal with stress.



Allan Skinner

1/30 Ravenwood Drive, Forrest Hill,
North Shore City, 0620 New Zealand
phone 09 4100545
mobile 021 1474115
allan@leadingedgetraining.co.nz