

# Leadership Skills for Supervisors

Leadership Skills for Supervisors is a two day training course for first level management e.g. Team Leaders, Supervisors, Section Heads, or Charge-hands. Delegates learn and practice the skills to lead a team to achieve personal, departmental and company goals. Results are achieved through balancing the needs of the TASK, TEAM and INDIVIDUAL.



## Course Modules :-

### LEADING and MOTIVATING

- **Introducing Supervision -**

Exploring the responsibilities of a Supervisor. Identifying their greatest Challenges.

- **Focusing on leadership -**

Using personal characteristics and appropriate leadership behaviour to achieve results.

- **Motivating the team -**

Understanding and using theories and practices that inspire the team to perform.

### ESTABLISHING DIRECTION

- **Aligning team activities with business goals -**

Establishing team goals and developing plans to achieve them.

- **Managing time -**

Managing effective use of time and planning to achieve priority outcomes.

### MANAGING PERFORMANCE

- **Delegating -**

Delegating work in a way that motivates and ensures employees are successful and grow.

- **Identifying training needs and coaching -**

Developing team members. Using demonstration and feedback skills.

### COMMUNICATING WITH THE TEAM

- **Communicating positively -**

Identifying and using positive words and attitudes when leading. The value of assertive behaviour and active listening skills.

- **Leading team meetings -**

Creating and following an agenda. Handling difficult behaviours in meetings.

### DEALING WITH DIFFICULTY

- **Resolving conflict -**

Using constructive approaches when dealing with conflict. Identifying the fears and needs of people involved.

- **Dealing with workplace pressure -**

Identifying signs of workplace stress and developing an action plan to deal with pressure.