SSM 84 – SUPERVISION SKILLS

Although not a common perception, management is mostly art with a little bit of applied science thrown in. The art lies in using judgement, persuasion, and interpersonal ability to work effectively through others. The applied science is useful when planning, estimating, or organising what happens. When entering a supervisory position, people need time to reflect on this new role and its corresponding responsibilities and the opportunity to develop the competence and confidence to use the new skills necessary to be successful.

This course will give you the knowledge and understanding you need to move forward with enthusiasm and assurance. You will feel able to build a productive and cohesive unit, establishing strong working relationships with people at all levels. As you gain in experience and confidence, you will be recognised as an able and supportive supervisor and colleague.

WHO SHOULD ATTEND?

The course is designed for anyone who is newly appointed or about to be appointed to a supervisory role, and relevant to any industry or business sector.

PROGRAMME CONTENTS

Session 1 - The Role of the Supervisor

- The supervisor role and responsibilities
- Skills required by supervisors
- Managing the transition from technical contributor to supervisor
- Identifying your preferred management style
- Developing a positive self image and confidence
- Management structures

Session 2 - Organising Yourself

- Time management
- Identifying core purpose
- Key responsibility areas
- Identifying time wasters
- Setting priorities
- Using technology and emails effectively

Session 3 - Coordinating and Organising Others

- Achieving organisational objectives through group activities
- Setting goals and objectives
- Writing and communicating effective objectives
- Focusing effort using behavioural objectives
- Understanding the importance of delegation
- Identifying tasks that can be delegated

Session 4 - Problem Solving and Decision Making

- Identifying problems
- Using a model for decision making
- Practicing problem solving techniques
- Using participative processes
- Choosing a course of action
- Evaluating the process and results

Session 5 - Communicating for Results

- Enhancing your communication skills
- Understanding and developing non-verbal communication
- Improving listening skills
- Developing questioning techniques
- Giving instructions that gain commitment
- Creating trust and credibility