

HIGH DEMAND **TOP 10** COURSES



EFFECTIVE SUPERVISORY & PEOPLE MANAGEMENT SKILLS

Effective Supervisory & People Management Skills training course will give you the crucial foundational skills to shift from being an individual contributor to a well-respected manager who can achieve team success. This interactive course helps new managers, or those with some experience, who want to further develop skills, learn and practice both people skills and management skills to develop good performance from the team.

■ Course Objective

Upon the completion of this two-day training, participants are expected to:

- ✓ Understand the roles and functions of a supervisor;
- ✓ Manage employees/subordinates effectively;
- ✓ Have effective planning and organizing skill;
- ✓ Better communicate with people in the organization;
- ✓ Manage people effectively and;
- ✓ Delegate tasks to people effectively;
- ✓ Manage work performance with productivity
- ✓ Work with better time management

■ Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

■ Who Should Attend?

This Management Skills for New Supervisors training course is aimed at recently appointed managers and anyone who is new to the role of managing /supervising people or who has been in the role for a while but have not had formal training.

■ Course Outline

MODULE 01: Essential Skills For Supervisors

- Expectations of your new role
- Four basic functions: Planning, organizing, leading and controlling
- Roles of managers
- Successful managers' attitude

MODULE 02: Effective Communication At Work

- The communication process model
- Communication strategies
- Overcome barriers of communication

MODULE 03: Developing & Coaching For High Quality Performance

- Effective strategies for developing subordinates
- 10 qualities of a good coach
- Coaching for top performers, average performers, and poor performers

MODULE 04: Motivating Employees

- Sources of motivation
- Examine theories of motivation
- Types of motivation

MODULE 05: Effective Delegation

- Arts of delegation
- Selecting tasks to delegate
- Monitoring and checking progress

MODULE 06: Managing Work Performance

- Process of managing work performance
- Goal setting and task performance
- Measuring performance
- Five imperatives for managing work performance

MODULE 06: Managing Time Effectively

- Key principles of effective time management
- How to prioritize tasks
- Steps to an effective meeting