SUPERVISING OTHERS TRAINING

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COURSE LENGTH: 1.0 DAYS

Supervising others requires a completely different skill set to that of being a team member. This Supervision Training Course is designed to train new supervisors how to successfully transition from being a team member to their new position, while those who already have a supervisory role will improve their supervisory skills and confidence.

After attending this course, you will have learned through exercises, practical examples, case studies, and clear guidelines: about effective delegation and management techniques, how to set S.M.A.R.T. goals and expectations, planning and time management and much more.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

SUPERVISING OTHERS TRAINING COURSE OUTLINE

FOREWORD

All too often great team members are promoted to a supervisory role without consideration that supervising is a completely different skill set to that which made them stand out as part of the team. One of the hardest moves to accomplish is the transition from being a team member to that of a team leader or supervisor. Someone in a supervisory role is no longer on equal terms with their peers and have to earn their respect, show authority and leadership, often having to make unpopular decisions.

This **Supervision Training Program** will help supervisors become more efficient and proficient at delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, and resolving conflict. People in supervisory roles will improve their skills, confidence and general management abilities.This supervision training will benefit new supervisors and anyone that wants to improve their skills in supervising others ensuring productivity and team cohesion.

This **supervision training** covers all the important requirements of a supervisor. Through exercises, case studies, practical examples and clear guidelines you will develop the necessary skills and knowledge to achieve results through the effective supervision of staff.

OUTCOMES

By the end of this course, participants will be able to:

▶ Set clear expectations for team members
▶ Set S.M.A.R.T. goals for team members that motivate & inspire dedication
▶ Effectively assign work that has been set according to each employee & situation
▶ Master techniques to delegate effectively & confidently
▶ Develop approaches to conducting formal feedback sessions
▶ Provide informal, constructive feedback
▶ Develop priorities & time management strategies as a team leader
▶ Establish conflict resolution strategies

MODULES

Lesson 1: You as the Supervisor

▶ Competencies of a Winning Supervisor
▶ What to Do If You've Been Promoted from within the Team
▶ Reflection

Lesson 2: Communicating to your Team

▶ LDP Review – Communication Evolution Tool
▶ Adjusting your style for a better approach
▶ Reflection

Lesson 3: Set the Expectations

- Vision
- How Does Your Team Fit into the Bigger Picture
- Define the Requirements
- Set the Expectations with SMART'ER Goals
- The SMART'ER Way
- Reflection

Lesson 4: Successful Delegation

- 10 Rules for Successful Delegation
- Degrees of Delegation
- Troubleshooting Delegation
- Reflection

Lesson 5: Art of Feedback

- Types of Feedback
- 3 Stages to Receiving Feedback
- 5 Top Tips to prepare yourself to provide feedback
- Feedback Delivery Tools
- Difficult Feedback
- Seeking Feedback

Lesson 6: Managing your Time

- The 80/20 Rule
- Prioritising with the Urgent-Important Matrix
- Block Out times around your Energy Cycle

Lesson 7: Managing Conflict

- Tuckman and Jensen four phase model
- Team Development Stages
- Using a Conflict Resolution Process
- Alternate techniques
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team

Lesson 8: Reflections

- Create an Action Plan
- Accountability = Action

WEB LINKS

- View this course online
- In-house Training Instant Quote