

Leadership Skills for Supervisors

COURSE OVERVIEW

Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization.

Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This one-day course will give you the skills in communication, coaching, and conflict management that you need to be successful.

KEY SUBJECT AREAS

- Pre-assignment review
- What's your type? How about mine?
- Understanding leadership
- Managing your time and your energy
- The commitment curve
- Employee development models
- Dealing with conflict and difficult issues
- What successful leaders do

LEARNING OUTCOMES

This workshop will enable the participant to:

- Prioritize, plan, and manage their time.
- Identify their primary leadership style.
- Develop some flexibility to use other leadership styles.
- Meet the needs of employees and co-workers through communication and coaching.
- Make conflict a powerful force for creative, well-rounded solutions to problems.

Gain the skills of communication, coaching and conflict management that you need to be a successful supervisor.

Duration: 1 Day

Unique features

The Leadership Skills for Supervisors Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

Any person who has had limited experience or formal training in the supervision of others, as well as those who are part-time supervisors or are looking to advance into a supervisory position.

Includes...

- Resource material & workbook.
- Training 101 Certificate
- Quick reference guide.

Contact us for more information
or to register on a workshop:

P: 0800 801 233