Course: Supervisory Management Workshop

Contact Hours: 12

Pre-requisite: None

Abstract

The workshop teaches participants to enhance their personal development in the field of Supervisory Management. It provides a practical understanding of key roles and responsibilities and it helps participants to learn the important skills required to be a successful Supervisor/Manager.

Target Audience

Persons who are already in supervisory positions and who are looking to learn some practical approaches to the many responsibilities involved.

Learning Outcomes

On completion of this course, learners will be able to:

1. Build awareness of the new expectations of a Supervisor/Manager
2. Demonstrate the importance of developing good problem solving and decision making skills
3. Introduce basic aspects of effective self-leadership
4. Demonstrate the benefits of working together as a Team to build awareness of the importance of the “softer” management skills
Course Content

**Workshop Day 1**

*Introduction and Overview*
- The Changing Work environment
- Your Roles and Responsibilities

*Understanding the traditional management concepts*
- Planning
- Organizing
- Controlling
- Leading/Motivating

*Managing the transition to the New Supervisor/Manager*
- The new challenges of the supervisor
- Developing your operating style
- Creating a framework to enhance productivity

**Workshop Day 2**

*Problem Solving and Decision Making techniques*
- The Process of Problem Solving
- The Process of Decision Making

*Leadership and Management skills*
- Traits and Skills of Leaders
- Types of Leaders
- The art of coaching

*Working together – developing interpersonal skills*
- The benefits of teams
- Creating a Team Environment