

# Excellence in Supervisory Management

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## Overview

This 2 day course will allow delegates to understand the importance of the role of a Supervisor and a Team Leader. They will learn about the external environment in which a business works, as well as learning how to communicate effectively, delegate tasks & develop motivation skills.

The second day of the course covers Health & Safety legislation and how to prioritise workloads for maximum efficiency.

## Course Content

### Session 1

- Leading & motivating a team; roles and responsibilities
- Effective communication; barriers, verbal, non-verbal, the importance of listening and questioning techniques
- Objectives; their purpose, how to set them, including SMART objectives
- Time management; prioritising, technique in dealing with workload, tackling procrastination and dealing with interruptions.
- Handling conflict; an approach.
- Developing yourself
- Action plans

### Session 2

- Responsibilities for Health & Safety
- Meeting customer needs & expectations; internal and external customers, delegation, motivation
- Developing the team; how to give feedback, training & development
- Developing the team's resources; workplace motivation
- Managing individual and the team's performance
- Action plans

