

# Supervisory Management

In today's workplace there are daily examples of dysfunctional and ineffective supervision. Many people in supervisory roles have not been given the necessary training to be effective supervisors. The route to management excellence is to get people not only to do things willingly, but to do them whilst giving the very peak of their performance.

Effective supervisory management training is necessary to help organisations not only to maintain their current economic status, but to take the business to that next level. An inspired and motivated workforce is essential for any business that wants to outperform the competition.

Delegates will learn the importance of:

- ⊕ How to coach, delegate, support and motivate.
- ⊕ How to communicate.
- ⊕ How to empower others.
- ⊕ Negotiation skills.
- ⊕ How to make decisions.
- ⊕ How to set clear goals for self and others.
- ⊕ How to introduce change.
- ⊕ How to resolve people issues. Assertiveness.
- ⊕ How to maintain effectiveness under pressure.
- ⊕ Goals – These objectives get a business from where they are now to where they want to go. Supervisors are the individuals responsible to ensure that these goals are achieved.
- ⊕ Attitudes – We respond more often with the don'ts and can't than with the Do's and Can.
- ⊕ Self Leadership Skills – Involves the development of strong interpersonal skills such as communication, decision making, assertiveness and active listening.

Participants learn a range of skills that make people passionate about their jobs and skills, which win their commitment and have a positive effect on motivation and team performance.

## *Supervisory Management*

### *1 Day Course*

*'Fantastic! 11/10'*

*'The whole course was 1<sup>st</sup>  
class!'*

*The best trainer I have ever  
had, great knowledge'*