

## Management Skills for Supervisors

**Length:** 1 Day

**Summary:** It is time to take your management skills to a higher level of proficiency. Develop the management tools to help fully lead and motivate your team. Change is the norm, and your management skills must meet the challenge. You are responsible for your own productivity and that of your staff. The diversity of your team is changing...your day-to-day dealings may now include colleagues, your boss and senior management who have different interests and viewpoints.

This management skills course equips you with proven supervisory techniques that you can put into action immediately...plus the tools savvy supervisors use to plan, organize, communicate and monitor effectively in every situation. With the help of these basic management skills, you will be able to examine your daily responsibilities outside of the office, in the company of your peers...to learn "the ropes" of management...and to leverage both your hard skills and your people skills to meet your challenges with increased confidence, respect and power.

### How Students Will Benefit:

- Understand the management skills needed to succeed in a rapidly changing environment
- Learn to plan, organize, communicate and monitor
- Apply the most appropriate supervisory style to each individual and situation
- Learn management skills to help you give constructive criticism
- Maximize productivity by leveraging diversity and individual differences
- Learn techniques to help you cope with difficult employees
- Use delegation for effective employee development, time management and motivation
- Increase job satisfaction and work output through coaching

## COURSE CONTENT

### 1: EMBRACING YOUR ROLE AND EXPECTATIONS

- What your boss, employees, peers and senior management expect from you in your supervisory role
- Management functions: planning, organizing, communicating and monitoring

### 2: FILLING YOUR COMMUNICATION SKILLS TOOLBOX

- Advantages and disadvantages of one-way and two-way communication and when to use each

### 3: COMMUNICATION: BUILDING AND BOOSTING TEAM PERFORMANCE

- Experience the impact of nonverbal communication
- Send harmonious messages
- How to ask questions that get the answers you really need

### 4: COACHING FOR HIGH QUALITY PERFORMANCE

- How to give and receive criticism constructively
- How to minimize defensiveness in yourself and others

### 5: CREATING A MOTIVATING ENVIRONMENT

- Establish the essentials of a motivating environment

### 6: TAKING DELEGATION, PERFORMANCE AND TEAM DEVELOPMENT TO THE NEXT LEVEL OF EXCELLENCE

- Use delegation as a motivational tool
- Develop a strategy for solving a current employee motivational problem

### 7: MANAGING TIME EFFECTIVELY

- Key principles of effective time management