

# INTRODUCTION TO SUPERVISION

At this level supervisors are often struggling with the transition from team member to running the team. The programme is designed to introduce and explore the principles of good management practice for the level of supervisor and to cover the issues faced by the new supervisor.

## Objectives

By the end of the programme, delegates will have:

- Explored the role and responsibilities of a supervisor
- Determined their strengths and areas for development as a supervisor
- Identified their preferred management and leadership style
- Developed effective communication skills
- Examined the key components of performance management
- Identified the keys to motivating their team and developing teamwork

## Who should attend?

It is aimed specifically at recently appointed managers, supervisors, team leaders or those who have had little or no management development training.

## Format of the programme

The training day will be highly participatory involving a mix of practical activities, syndicate working and group discussions.

At the end of the session the delegates will prepare an action plan to implement at work.

## Subjects to be covered:

- Role & Responsibilities of a Supervisor
- An Introduction to Management & Leadership
- Effective Communication
- Assertive Communication
- Motivating Staff
- Delegation, standards and target setting
- Developing teamwork and resolving conflict
- Making effective decisions, and problem solving techniques

Course duration – this introductory course is usually a minimum of one day, and is often supplemented by a series of refresher days to re-enforce and build upon the core messages.

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