



Business success through people

SUPERVISORY DEVELOPMENT PROGRAMME

AIMED AT:

The ideal candidate for this programme is an individual who has had no previous exposure to the field of the Leadership of people and a working environment. Individuals attending this programme must be basic business English literate.

OBJECTIVE:

Many organisations promote supervisors within purely on the basis of their job related skills, and without any consideration for the wide range of Leadership skills which are essential to be an effective supervisor.

This programme provides the delegate with the basic skills to be able to lead, delegate, communicate, motivate and build teams. The programme includes 15 modules. Delegates attending the programme must complete and be declared competent in all 15 modules to qualify for certification. This programme is linked directly to a mentorship process, which means that each trainee needs to have a mentor to assist him / her in the transfer of skills from the learning to the working environment.

PROGRAMME DESCRIPTION:

UNIT 1:

THE ROLES AND RESPONSIBILITIES OF A SUPERVISOR

The module concentrates on providing an understanding of the wide range of roles and responsibilities that a supervisor has.

Objectives:

- To explore the complexity of the position, and to build an understanding of how underestimated the role often is.
- To create an awareness of the need for training in a range of skills in order to carry out the job effectively.

UNIT 2:

AN INTRODUCTION TO COMMUNICATION SKILLS

One of the most important skills of a team leader is the ability to communicate. To be a good communicator requires two skills - Transmitting information and receiving feedback.

Objective:

- To highlight the importance of communication as a Leadership skill, explore the ways in

which we communicate, and identify the barriers that exist in everyday communication.

UNIT 3:

UNDERSTANDING BODY LANGUAGE

A significant percentage of the message we sent out to others is through our body language. An essential skill of the supervisor is communication, and to be a good communicator we need to understand the effects and the power of body language.

Objective:

- To provide an understanding of how body language affects the way we communicate, and how to control situations through the use of body language.

UNIT 4:

THE CONCEPT OF TOTAL QUALITY SERVICE

This module is based on the principle that a customer is any person for whom we provide a product or service. It leads to the understanding that a customer is not only external to the organisation but that everyone we come on contact with is a customer.

Objective:

- To introduce delegates to the following theory:

"Everyone is a customer. The service we provide for that customer will affect the service they provide for us, and ultimately will affect the service we provide as an organisation".

UNIT 5:

A GUIDE TO DECISION MAKING

Taking decisions is a function of all leaders, and supervisors will need to be able to approach the task in a logical way.

Objective:

- To show delegates how to approach the matter of problem solving in a series of logical steps, and to encourage delegates to broaden their outlook in considering their outlook in considering options in problem solving.

UNIT 6:

AN INTRODUCTION TO LEADERSHIP

A supervisor is a leader. This module is an introduction to leadership skills, and the first of three in this programme. It begins to establish the skills needed to function as a leader, relevant to the role of a supervisor.

UNIT 7:

STYLES OF LEADERSHIP

The supervisor will need to be able to use a range of leadership skills to operate effectively. One

area to be aware of is their own style of leadership, and that a variety of styles can be used to meet particular needs, and Specific situations.

Objective:

- To establish that leaders can establish a range of styles of leadership; to identify those styles, and situations in which they should be used.

UNIT 8:

THE TASK AND THE TEAM

The role of the leader can be broken down into two major elements: the TASK and the TEAM. THIS MODULE ENCOURAGES DELEGATES TO LOOK AT THEMSELVES, and their roles in terms of their commitment to those two factors.

Objectives:

- To introduce delegates to the idea of thinking about leadership as having two "factors" or areas of concern: the TASK and the TEAM.

UNIT 9:

AN EXERCISE IN TEAM LEADERSHIP AND TEAM WORKING

This is simply a vehicle with which delegates are given the opportunity to practice and observe the leadership skills they learned in the previous modules.

Objective:

- To bring together a range of leadership skills and team skills into an observed, practical exercise.

UNIT 10:

USE AND ABUSE OF TIME

This is a short module on time Leadership. As a supervisor, there is a responsibility not only to make effective use of your own time, but also of others in the team.

Objectives:

- To introduce delegates to some basic principles of time Leadership, and to discuss the ways they use their time in their jobs.

UNIT 11:

THE TIME LEADERSHIP GRAPH

Everything we do can be thought of in terms of two factors - how Important it is and how Urgent it is. Important refers to the Quality factor and Urgent refers to the time factor. The classification of their tasks in terms of a graph based on Urgency and Importance will enable the delegate to set priorities for themselves.

Objectives:

- To encourage delegates to think of all tasks in terms of how important and how urgent they are.

UNIT 12:**THE ART OF DELEGATION**

One of the most difficult areas of a supervisor's work (especially newly appointed supervisors) is that of delegation. By the very nature of their job, a supervisor is responsible for more than he or she can personally do.

Objective:

- To outline the principles of delegation, and to explain the reasons for delegation when working in a supervisory or Leadership role.

UNIT 13:**GIVING CLEAR INSTRUCTIONS**

The role of a supervisor involves giving instructions to others on a regular basis. Giving clear, concise instructions however is far from easy. This module looks at the difficulties involved in formulating verbal and written instructions, and given delegates the opportunity to practice being clear and concise.

Objective:

- To give delegates an understanding of the difficulties involved in formulating clear precise instructions.

UNIT 14:**TEAM SKILLS**

The work of a supervisor inevitably involves encouraging others to work as a team. A team working together effectively will pool their resources, skills and information to achieve their aims.

Objective:

- To build an understanding of the difficulties and importance of all team members contributing to a team effort.

UNIT 15:**THE SUPERVISOR AS TRAINER**

Being a supervisor will normally involve the responsibility to develop individuals within the team. This will involve the training of others.

Objective:

- To provide an overview of the role of the supervisor as trainer.