

Training Title

Effective Supervisory Skills

Training Duration

5 days

Training Certificate

Define Management Consultants Certificate of course completion will be issued to all attendees.

Training Venue and Dates

Effective Supervisory Skills	5	23-27 May	\$3,300	Abu Dhabi
Effective Supervisory Skills	5	07-11 November	\$3,300	Abu Dhabi

Training will be held at any 5 Star Hotels. Exact venue will be informed later

Training Fees

- 3300 US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch

Training Certificate

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INTRODUCTION

Empowering employees to become more productive and effective and to have a greater degree of commitment is the focus of this programme. This skill development workshop directs and teaches first-level supervisors and first level managers the basics of communication, motivation, delegation, and evaluation. These four skill areas are the foundation of good interpersonal management development

Participants practice the fundamental skills of how to manage and communicate more effectively based on the behaviour styles of company employees. Participants learn to improve the productivity



COURSE DESCRIPTION

Making the move into the Supervisor's job can be demanding. It needs new skills so that you can get results through other people. These essential skills for new Supervisors do not come naturally. This course helps you start to learn them where you will have the confidence to put them into practice and begin the process of effective, professional supervisory control.

Supervisory skills have passed through many stages where roles have changes to meet different challenges. This course will introduce the different supervisory styles and which of them is more suitable for specific organizations. The course will cover the main areas that can bring success when applied. Delegates will be able to identify their own methods of supervision, and find gaps where they can fill to be more effective.

This intensive course is highly participative and provides delegates with guidance on how they can build and develop key skills needed when they move into a supervisory role

This programme for Supervisory training and performance management skills in the workplace focuses on team building and leadership roles. This course provides new or experienced supervisors with the tools and skills for building personal confidence in their leadership role in the workplace. Resulting in the enhanced productivity of their teams . Some of the supervisory training course outline will involve: time management, trust and respect, as well as motivating skills.

This seminar will be an introductory program, especially, for those at management or consultancy levels to better understand handling important issues in HR that makes the different in handling this important asset.

COURSE OBJECTIVES

Upon completion of this course, Delegates will gain an understanding of the following advanced aspects of supervision.

- The different roles of supervisors

- Approaches To Supervision
- How to motivate employees
- Leadership skills
- Communication and High performance team

This highly interactive training will also aims at achieving the following objectives:

- Demonstrate Confidence in front of colleagues
- Understand Behavioral patterns and how to adapt to others.
- Utilize crystal clear communication models in order to maintain rapport
- Use appropriate body language , voice, and tone, in order to create a positive and lasting impression with every one facing opportunity
- A crystal clear communication strategy within the organization
- A greater understanding of behavior within the organization
- Extend their understanding of the supervisor's role and the process of managing up, down, and across the organization
- Develop a strategy for enhancing the effectiveness

TRAINING METHODOLOGY

The Course will be presented in a highly inter-active manner, with a very impressive computer presentation style.

Together with your fellow participants, you will bring a wide variety of experience and resources to the programmer.

The course facilitator's role is to help you learn for yourself and to assist you as you make sense of new ideas and techniques that you can use at work. We learn things as we try them out, stepping out of the zones that we find.

Daily sessions include formal presentation, prepared in the Power Point, interspersed with directed discussions and case studies.

In addition to formal lectures and discussions, the delegates will learn by active participation through the use of problem-solving exercises, group discussions, analysis of real-life case studies.

All attendees receive a course manual as a reference.

WHO SHOULD ATTEND

Teams Managers and Supervisors, HR specialists, Planners, and Group/team leaders and members, staffs. Those who are interested to learn the delicate secrets for successful Human Resources activities, or for securing a competitive advantage through successful handling of manpower issues.

COURSE DAILY PROGRAM

Day 1- The roles of supervisors

- Historical Background
- The Role of Supervisors in Organizations
- The Supervisor's Job
- Assessment Exercise
- Functions, Tasks, Responsibilities and Skills
- Practical Exercise

Day2- Approaches To Supervision

- Understanding Your Approach To Supervision
- Different Approaches and Their Development
- Levels and Roles of Supervision
- Case Study

Day 3 Motivation

- Motivation
- Maslow's Hierarchy of Needs
- Motivation and Supervision: Frederick Hertzberg
- Faroug Al-Masri's motivation cycle
- Creating Conditions For Motivation

Day 4- Leadership

- Your Bases Of Power
- The Effective Leadership Model
- Using The Four Leadership Styles Effectively
- Making delegation work for you

- The supervisor as team builder and leader

Day 5- Communication and High performance team

- Aspects Of Communication
- Communication Process
- Communication models
- Communication approaches
- Four Types Of Communicators
- Assertive Communication
- Developing High Performance Work Force
- Managing Day To Day For High Performance
- Performance Problems

Case Studies, Assessments & Last Day Review, Discussions will be carried on last day of the training.

Training Outcome

At the end of the training Participants will learn to

- Create a climate for success
- Help others in problem solving and build a trusting environment
- Inform, delegate, and motivate to achieve objectives
- Determine behavioral styles quickly
- Use methods of effective written and oral communication
- Delegate projects effectively
- Assess employee performance, give constructive feedback, and document performance problems
- Apply the fundamental skills of managing people
- Give orders and instructions effectively
- Motivate employees and get their commitment
- Implement change without disrupting the work team
- The most effective way to transition from employee to supervisor
- Building trust and respect
- The key steps to effective delegation

- **Prioritizing their work**
 - **Linking objectives with the organization**
 - **Understanding team basics Team facilitation**
 - **Team development**
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