

SUPERVISORY AND COACHING SKILLS **“BUILDING BLOCKS FOR LEADERSHIP”**



Program Overview

Supervisory roles in the work place are complex and multi-faceted. Supervisors require a variety of skills relating to people management, decision making, problem solving, planning, delegation and organizing teams. In addition to undertaking their own responsibilities, supervisors need to coach, train and influence the performance of others.

Wideview new **Supervisory and Coaching Skills** training program, **“BUILDING BLOCKS FOR LEADERSHIP”** addresses the key skill areas required by supervisors to enable them to become effective leaders.

The program consists of visual presentation, theory, situational role plays and practical exercises. It's focus is on the practical skills that teach supervisors how to accomplish goals, initiate change and influence others.

“BUILDING BLOCKS FOR LEADERSHIP” is interactive and skill-based and provides participants with the fundamental building blocks for accomplishing successful people management.

Objectives

Upon completion of the course, participants will be able to:

- Understand the role and functions of a Supervisor role
- Make the transition to being a Supervisor
- Plan and organize others as well as themselves
- Learn the art of delegation
- Motivate others
- Lead their team towards a common goal
- Manage the performance of their subordinates
- Build and develop effective teams
- Manage change in their work environment
- Communicate effectively and resolve conflict
- Coach and counsel others to improve productivity



“By learning you will teach, by teaching you will learn.” (Latin Proverb)

“BUILDING BLOCKS FOR LEADERSHIP”

SUPERVISORY AND COACHING SKILLS

Course Outline

The Role of the Supervisor

- Key characteristics of leaders
- Identifying your management style
- The transition from employee to supervisor
- Building trust and respect
- The planning process and how to schedule
- Conducting successful meetings

Communication

- Effective communication techniques
- Overcoming communication barriers
- The key steps to effective delegation
- Conflict resolution
- How to provide effective feedback

Team Building

- Understanding team basics
- How to identify strengths in others
- Prioritizing work loads
- Team development
- The coaching process

Performance Management

- Performance Appraisal System - overview
- Preparing Job Descriptions
- Linking team objectives with organizational goals
- Setting achievable goals for the team and its members
- Performance measuring tools

Duration

3 (three) days – English Language

Who Should Attend

This program is designed for new supervisors, team leaders, junior managers or anyone who is likely to be undertaking any type of supervisory role.

