

Supervisory Skills for Success

Course Code: GM208

Department: General Management

Description

Supervisory skills are an important entity in assessing the overall performance of an organization or specific departments of an organization. Therefore it is very essential to understand and learn the skills associated with supervision process to bring out quality in the in-put and out-put of the organization, thus it is definitely vital for people who work as supervisors to undergo professional development sessions to enable themselves to handle the different roles in the organization and carry out the responsibilities related to work staff and associated resources.

Objectives

Upon completion of this workshop, the participants will be able to:

- clarify the scope and nature of a supervisory position.
- learn some ways to deal with the challenges of the role.
- overcome the challenges faced when promoted to a new supervisor which are consistent with the expectations for their supervisory role.
- demonstrate communication skills that facilitate an open exchange of ideas and build relationships
- apply power authority and influence to build support and consensus for achieving organizational goals.
- Negotiate with subordinates and motivate them in meeting the results and end goals.

Outline

The Nature, Purpose, Scope of Supervisory Skills

- The purpose of understanding the need for supervisory skills
- The nature of supervision
- The scope for supervisors to explore their talents and capabilities within themselves and develop the leadership qualities which would help them to deal with subordinates and others in the work environment.
- Understand why employees are promoted.
- The differences between being a normal employ and being a supervisor.
- Understand the different types of supervisors and leaders.
- Responsibilities of a supervisor and other levels in the hierarchical structure of the organization.
- How to master the new role being assigned as a supervisor.
- Learn how to overcome any fear of failure they might have.
- How to be a role model for the colleagues and employees.

- Importance of prioritizing work and learn to say “No”.
- Importance of planning and the elements of planning
- Importance of setting goals
- Importance of leadership in supervision
- Providing direction and support to achieve the targeted goals

Building Positive Relationship

- Explore ways to treat older employees as individuals and respect their skills and use them as facilitators when assigning and accomplishing tasks.
- Explore ways to deal with friends who has to be supervised
- To understand the rules of the organizations and to facilitate effective communication between the management and other employees.

Mode of Delivery:

- Through presentation, group discussion, role plays and self-assessing exercises

Duration

15 hours (3 hours per day for 5 days)

Course Administrator

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