

Workshop Summary

Of all the challenges that individuals face during the development of their career, one of the most demanding occurs when they first assume a Supervisory role. Not only does the Supervisor require strong technical know-how for planning and organisation but a key requisite will be the ability to achieve results through the team by virtue of demonstrating effective people management skills. In this Workshop, delegates will learn the fundamentals of people management and team motivation. Through exercises and case studies, they will practise using interpersonal skills and techniques to improve their assertiveness, their communication and their motivation.

Who Should Attend

Those who manage staff at first line level and need to enhance their people-handling skills.

Benefits to You and Your Organisation

By the end of the Workshop, participants will be able to:

- Develop the key People Management skills that ensure success in the Supervisory role
- Set appropriate work Performance Targets and ensure that the standards are achieved
- Delegate Tasks appropriately
- Motivate the Team and Individual team members
- Use Influencing Strategies
- Practise the skills of Assertiveness and Active Listening
- Deal more confidently with Disciplinary Situations or Conflict

This workshop has been Endorsed by the Institute of Leadership & Management. If you would like to register for an ILM certificate of attendance, please enquire for further details.

Workshop Contents

- Review of Supervisory Responsibilities and Objectives
- Motivating Team Members: Using Delegation and Involvement to build the desire for results; Setting Goals to stimulate development; Delivering Appraisal information and Feedback
- Delegating Effectively: Answering the questions "To Whom?" "What?" "When?" "How?"
- Face-to-face Communication: Overcoming Barriers; Communicating with Confidence; Effective Briefing
- Influencing Others: Using a range of different strategies and techniques to get things done
- Handling Complex People and Situations: Assertive behaviour; practising the skills of Assertiveness; Working towards Positive Conclusions
- Future Development: Preparing a Personal Action Plan

Follow Up Workshops

Team Building for Top Performance (MD3); Essential Interviewing Skills for Recruitment and Selection (MD4); Coaching for Performance and Development (MD7); Building Positive Relationships for Success at Work (COM2)

Any of our Workshops can be tailored and delivered In-Company. Contact us for more details.

Dates On Application

Fee On Application

'Please note the above Workshop requires minimum attendance numbers'