ADVANCED
Supervisory Skills

Course Introduction:

Building advanced supervisory skills is critical to help you and your organization succeed in challenging economic times. This course is designed for helping experienced supervisors develop advanced supervisory and management skills such as effective management, performance management, goal setting, motivation, and team development.

Course Objectives:

- To set objectives and targets to achieve the vision, mission and goals of an organisation
- To apply the skills of leadership to enhance the supervisory role
- To motivate people and build successful teams
- To develop verbal skills to influence people with a constructive outcome
- To develop assertiveness skills to cope confidently with different people
- To solve problems creatively and develop and sound decision-making techniques
- To increase effectiveness of time management and control stress

Who Should Attend?

- Senior and experienced supervisors who would like to develop into managerial responsibility
- Supervisors who would like to develop into a more senior supervisory role
- Senior supervisors who would like to refresh and develop their skills
- Supervisors who would like to develop their practical and relevant skills and techniques
- Senior team leaders
- Senior project supervisors

Course Outline:

Setting Objectives and Targets
- Where are you now and where do you want to be, by when?
- Plan and actions required to achieve these objectives
- Improve organisational, team and individual performance with quantifiable targets
- Monitoring, measuring and feeding-back results

Leadership
- Vision, roles and responsibilities of an inspirational leader
- Qualities, skills and commitment required
- Adapting leadership styles to different situations
- Overcoming the challenges of leadership

Motivation

- Factors which motivate you and others
- Achieving organisational goals with a motivated workforce
- Increasing motivation to improve individual performance
- Management skills required to motivate individuals and teams

Team Building

- Characteristics of an effective team
- Roles and responsibilities of individuals in the team
- Building a strong team which delivers results
- Delegating, appraising, evaluating, coaching and mentoring skills for teambuilding

Verbal Communication Skills

- Structure simple messages using appropriate language and delivery
- Listen attentively to ensure mutual understanding
- Generate productive and open discussions to solve problems
- Overcome the barriers to effective verbal communication

Influencing Skills

- Analysis of factors which influence people
- How to influence people without power and authority over them
- Chairing and participating in meetings which produce results
- Finding common ground and reaching agreement

Assertiveness

- Characteristics and skills of assertiveness
- Handling difficult people with confidence
- Giving feedback and receiving criticism constructively
- Responding appropriately to aggressive, assertive and passive people

Creative Problem Solving and Decision Making

- Analysis of causes, symptoms and implications of a problem
- Generating a range of creative solutions
- Prioritising options against objective criteria to make a decision
- Implementing decisions, evaluating results and responding to feedback

Time and Stress Management

- Prioritising and organising work according to goals
- Eliminating time wasters

- Identifying the causes and symptoms of stress
- Planning and implementing your strategy to avoid burnout

Course Methodology:

A variety of methodologies will be used during the course that includes:
- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD)will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session