

OPTIMISING YOUR SUPERVISORY SKILLS

Introduction:

This programme will prove invaluable for anyone who is in a Leadership capacity or thinking about moving into such a position.

The issues of leadership, motivation, communication and much more are dissected and reassembled to give the delegate a good insight into the qualities needed to become effective in this critical role.

Objective:

The delegate will leave the course confident that they have the right tools and strategies to assist them in building a strong effective team around them.

By the end of this course you will be able to:

- Identify your role and its objectives
- Begin developing the personal skills needed for effective supervision
- Develop effective communication skills
- Understand motivation and how to generate it in team members
- Increase inter-personal relationship skills
- Move towards optimum performance

Programme Synopsis

- Introduction
- Beliefs, values and perceptions
- Leadership styles
- Multiple Intelligences
- Understanding what motivates people?
- Identifying and understanding internal & external barriers
- Overcoming barriers
- Methods of communication
- The essentials of effective communication
- The cause and effect of poor communication e.g. anger, negative language
- Building rapport
 - Listening skills
 - Body language
 - Verbal language
- Identifying different communication styles
- Understanding the different styles – How do you understand the world?
- Matching another's style, leading and pacing
- Modelling the skills of an excellent communicator
- "Switching bodies" – Round Robin Role Play
- Summary

Duration: Two (2) Days

Course Code: TSCOSS

Certification: Training Solutions 2000