



Supervisory Development

Overview

Many organizations promote their best performers into supervisory positions without consideration for skills required to supervise. This program consists of practical modules that are used during groups activities

Content

For new supervisors to develop an understanding of all the tasks required in supervision. i.e.

Roles of a supervisor	Introduction to communication
Understanding body language	Concept of total quality service
Guide to decision-making	Introduction to leadership
Styles of leadership	Goal setting
Exercise in team leadership	Use and abuse of time
Time management basics	The art of delegation
Giving clear instructions	Team skills
The supervisor as a trainer	

For Whom Intended

Newly appointed supervisors

Duration

3 days