



Supervisory Management Skills

About this course

This course provides participants with the knowledge and skills required to work in a supervisory management role in a wide variety of organisations. Participants will be informed of the roles and responsibilities of a supervisor, HR and employment law, recruitment, data protection, insurance risks, performance management (including motivation and evaluation), communication procedures, operational planning, budgeting and changes in standards.

Duration: 1 day

Learning outcomes

Upon completion of this course participants will be able to:

- List the roles and responsibilities of a supervisor/manager.
- Identify the skills required to lead and manage a team effectively.
- Analyse the process of staff recruitment.
- Identify key elements of employment legislation.
- Identify best practises in staff supervision.
- List the main provisions of the Data Protection Act.
- Develop operations manuals for work-related procedures, including systems for records management.
- Prepare departmental budgets, taking into account a range of potential expenses such as labour and material costs, insurances and contingency.
- Identify best practices in the on-going training and development of their staff.
- Discuss ethical concerns in business decision making and the role that supervisors play in making employees aware of the ethics.

Who should attend

This course is aimed at individuals who are:

- Existing Team Leaders/Supervisors who wish to gain a formal accredited qualification in Supervisory Management.
- Those new to the role of Team Leaders/Supervisors who wish to gain further insight of the role and how they can acquire best practises.

- Others with direct reports who wish to acquire best practises in people and operations management.
- Those who wish to gain a formal qualification in the area of Supervisory Management

A pre-course questionnaire may need to be filled out. This will enable us to enhance the overall class experience.

Course Outline

- Role of the Supervisor.
- Effective Communication.
- Emotional Intelligence
- Building and Engaging Effective Teams.
- Leadership Styles
- Motivation Practices in Supervisory Management.
- Performance Management.
- Assertiveness and Managing Conflict.
- Planning for Success.
- Personal Effectiveness and Time Management.
- SMART meetings
- Reflective listening
- Role of Delegation in Supervisory Management.
- Review of Employment Legislation.
- Recruitment and Selection.
- Staff training and Development
- Data Protection.
- Budget Planning.