



The Professional Supervisor

In any business environment, a supervisor has to define the scope, nature and responsibility of the supervision role and the challenges this role places on them. Hence, it is of utmost importance for supervisors and team leaders to understand the concepts of supervision, develop a team, motivate their staff and have creative problem solving techniques. This course is designed with just the right supervisory skills.

Expected Accomplishments

- Understand the supervisory role and responsibilities
- Improve skills in setting objectives, planning organizing and following up work.
- Delegating authority and motivate team members

Course Outline

- Essential supervisory skills:
 - Supervisory role and responsibilities
 - Effective management of time
 - Leading and managing meetings
- Setting and cascading goals:
 - How to set SMART goals
 - Converting goals to action plan
 - From action plan to organizing and following up work
 - Controlling and the importance of leading measures
- Delegation as an effective tool :
 - What is delegation and what isn't?
 - Effective delegation process
 - Addressing the psychological factors and overcoming obstacles to delegation
 - Delegation as a development process
- Motivating and developing subordinates:
 - The hierarchy of needs (Maslow; X and Y theory and others)
 - What's motivation and why people work?
 - What subordinates expect from their supervisors and vice versa?
 - Assessing people competencies
 - The process of developing subordinates competencies

Who Can Benefit

Team leaders, supervisors and managers

Related Training

None





Duration

3 days

Mode

Consultant led classes with exercises and case studies

Prerequisites

None

Course Code: MGT-540

