



Supervisor & Team Leader - Introduction

Who should attend?

This course is suitable for new and aspiring supervisors and team leaders who are looking for an introduction into the key principles of modern supervision practice.

Course Aims & Objectives

The purpose of this course is to give delegates an introduction to staff supervision by defining the role and responsibilities of a supervisor, and making the transition to the role.

By the end of the course delegates will be able to:

- Identify the key responsibilities in their role
- Plan, prioritise and communicate effectively
- Develop different methods of dealing with difficult team members and situations
- Devise a plan of work that can be implemented into their job role

Course Outline

- Course Introduction
- The Transition Process
 - How will your role change
 - Tips and techniques
- Key Responsibilities of a Supervisor
- Planning and Organising the Work of the Team
 - Different methods
 - Prioritising
 - Gaining commitment
 - Develop team objectives
- Communication
 - Informing and consulting
 - Constructive feedback
- Time Management
 - Managing priorities
 - When and when not to delegate
- Dealing with Difficult Team Members
 - Identify the different types of employee
 - Tips and techniques
- Action Plan

Certification

Certificates of attendance will be awarded to delegates upon completion of the course.

Duration

2 Days

Location

We can offer courses on company premises for a maximum of 12 delegates or upcoming open courses in your local area.