Syllabus

Advanced Supervisory Management Skills

Duration: 18,00 hrs, 3,00 day(s)

Target Audience:
Direction, Middle Manager, Top Manager

Objectives:

Upon completing this Advanced Supervisory Management Skills Training Course successfully, participants will be able to:

- Demarcate between supervisory and the operational roles
- Understand and practice basic supervisory skills
- Explain how to set and monitor objectives for themselves and their teams
- Recognise what motivates them and describe ways to motivate others effectively
- Use different communication techniques with their teams
- Use an appropriate strategy for task-delegation
- Motivate and support their teams to achieve their targets
- Demonstrate effective questioning skills
- Identify their sources of power and influence

Prerequisite:
Suitable for experienced managers who are responsible for the performance of others and who run a business unit or department.

Methodologies:

Choose from our training methodologies :

- Face to Face Session (Seminar)
- 1-TO-1 Coaching
- Instructor Led Online (Webinar)

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Content:

MODULE 1: NEGATION OF EFFECTIVE COMMUNICATION

- Obstructions to effective communication
- Communicating assertively
- Positive perception and character conveyance
- Giving and accepting feedback
- Demonstrating appreciation towards others
- Appropriating behaviour in different situations
- Effective interpersonal communication

MODULE 2 COLLABORATIVE COMMUNICATION

- Comprehending Team Dynamics
- Uniting and synergizing team effort
- Impactful collaborative decision making
- Capitalizing on styles, personalities, and strengths
- Elements for Developing high performing teams

MODULE 3: INTERPERSONAL SKILLS IN PEOPLE MANAGEMENT

- Communicating Change and Change management
- Identifying and Minimizing Conflict
- Recognizing indications of potential conflicts
- Types and sources of conflicts
- Conflict Resolution
- Importance and Value for constructive feedback and positive criticism

Module 4 : DEFINING OWNERSHIP AND ACCOUNTABILITY

- What do we mean by Taking Ownership and Accountability?
- Why it is important for individuals?
- Why it is important for organisations?
- Analysing both positive and negative potential outcomes
- The importance of empowerment and responsibility

Module 5 : IMPROVING PERFORMANCE THROUGH OWNERSHIP AND ACCOUNTABILITY

- Benefits of personal ownership and accountability
- Benefits of corporate ownership and accountability
- How to inspire at a team level?
- How to develop on a personal level?
- The relationship between ownership and performance

Module 6 : STRUCTURING OWNERSHIP AND ACCOUNTABILITY

- Understanding the relationship between ownership and goal setting
- Identifying the key stages of the accountability cycle

- Self-assessment and team dynamics
- Implementing effective systems for task allocation and prioritisation
- Building in contingency models and resolving conflict

Module 7 : OWNERSHIP AND ACCOUNTABILITY AT A TEAM LEVEL

- Implementing effective strategies for problem-solving and decision making
- The importance of successful delegation
- Tools and techniques to inspire and encourage accountability
- Fostering a culture of accountability within your team
- Encouraging and inspiring innovation and a growth mindset

Module 8 : OWNERSHIP AND ACCOUNTABILITY AT A CORPORATE LEVEL

- Identify key areas of opportunity!
- Analyse examples of positive and negative potential outcomes
- The importance of brand image and reputation
- High-level conflict resolution
- How to create an environment of honest feedback and innovation

Module 9 : PLANNING AND PREPARING A MEETING

- The Basic Essentials of Meetings
- Components of Successful Meetings
- Qualities of Effective Meetings
- Important Questions: Why, When, Who & Where
- Leading a Meeting
- Pre-meeting preparation
- Planning and Preparing Agenda
- Goal and purpose of an agenda
- Importance of the Agenda
- Do's and Don't of an Agenda
- Understanding the Objective of the meeting
- Setting a SMART Objective that returns results
- Aligning the meeting objectives to organizational goals

Module 10 : EFFECTIVE DELEGATION SKILLS

- Introduction to Delegation
- Understanding Effective Delegation
- Benefits of delegation: Manager and Employee
- Prioritizing tasks and work to be delegated
- Active and Reactive tasks
- Whom and What to Delegate
- Levels of Delegation
- Having an open mindset
- Being critical and judgemental
- Positivity of a positive mind
- Critical questioning

- Problem-solving questions
- Delegation challenges