



SUPERVISORY SKILLS

Transform Supervisors into Leaders Who Inspire Teams and Drive Results

This 2-day workshop is specifically aimed at newly appointed or existing supervisors and team leaders who require the necessary skills to effectively coordinate a team within their work environment. The programme will equip learners to improve interpersonal and teamwork skills and will help them understand the importance of leadership and delegation. Learners will also learn how to take effective disciplinary action in their organisation.

COURSE OUTLINE

Interpersonal Skills

- Introduction to interpersonal skills
- Behavioural types
- Emotional intelligence

Effective Teamwork

- What is a team?
- Stages of team development
- Roles & responsibilities within teams
- Effective communication in a team
- Learn how to lead a team

Creative Problem Solving

- Understand what a problem is
- Approaches to problem solving
- Understand problem solving techniques

Leadership & Delegation

- What is leadership and delegation?
- Leadership theories
- The process of delegation

Coaching & Mentoring

- Ways to coaching
- Designing a coaching Programme
- Mentoring

Disciplinary Action

- Decision-making and flow diagrams to explain different processes
- Importance of classifying dismissals



Future **Thinking** Now