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المركز العالمي للتدريب والتطوير
International Centre For Training & Development



CRITICAL COMPETENCIES for Supervisory Management

Course Introduction:

Learn to effectively utilize crucial management tools to help you lead and motivate your team. This workshop equips participants with proven supervisory techniques that can be put into action immediately.

Most supervisors are promoted into the role of supervisor because they are good at doing the job, not because they are good at supervising others; that skill has to be learned. The focus will be on the necessary tools and skills for building personal confidence in their leadership role in the workplace whilst making the most of interpersonal interactions.

Delegates can discuss the problems they face and identify some of the challenges and solutions for the future.

Course Objectives:

By the end of the program, participants will be able to:

- Define the scope, nature and responsibility of the supervision role and the challenges this role places on them
- Effectively communicate verbally and non-verbally with others
- Apply their role as motivators
- Identify their teamwork style and build an effective team
- Practice professional techniques in providing positive discipline
- Use different skills in interpersonal problem-solving and conflict management

Who Should Attend?

First level or prospective supervisors

Course Outline:

The Road to High Performance

- What Are Key / 'Core' Competencies?
- The Benefits Of Competencies To Individuals & The Organization
- Identifying Competencies
- Competencies & Management

- Competencies Of Leading Companies (World-Wide & In The Gulf)
- Case Studies

Being a Supervisor Today

- Myths about Supervision
- Supervisors Key Tasks
- Essential Skills for Supervisors
- Responsibilities and Challenges
- Problems Supervisors Encounter

Communicating Effectively

- The Communication Process
- Approaches to Interpersonal Relationships with Employees
- Ten Commandments of Human Relations
- Developing Effective Listening Habits
- The Value of Feedback
- Techniques in Providing Feedback
- Guidelines for Assertive Communication

Leadership

- Definition Of Leadership & The Qualities Required To Lead People
- Different Leadership Roles
- Your Preferred Personal Leadership Style - An Assessment
- Leadership Styles - Which Is Appropriate?

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Motivation

- Understanding Motivation

Planning & Goal Setting

- Steps To Effective Planning
- Guidelines For Setting SMART(ER) Objectives

Time Management

- Identifying Time Wasters
- Being An Effective Time Manager
- Choosing The Right Time To Do The Right Work
- Using The 'Prime Time' Principle

Motivating your Workforce

- Definitions of Motivation
- Myths about Motivation
- Motivation and Performance
- Different Workable Motivational Theories
- The Theory in Motivation
- Building a Motivational Environment

Working with Teams

- Identifying your Teamwork Style
- Supervisors Involvement with Teams
- Team Process Facilitation
- Obstacles to Effective Teamwork
- Overcoming Obstacles to Effective Teamwork
- Team Decision-Making Procedures

Orientation and Positive Discipline

- Perceptions During Orientation
- Orientation and Follow Up
- Use of Progressive Disciplinary Practices
- Types of Reinforcement
- Applying Reinforcement Strategies

Effective Delegation

- The Advantages & Disadvantages Of Delegation
- Reasons Why Supervisors May Not Delegate
- When To Delegate
- To Whom To Delegate
- How To Delegate
- Using Delegation To Develop Your Team

Creative Interpersonal Problem-Solving

- Interpersonal Problem-Solving Process
- Steps for Interpersonal Problem-Solving
- Encouraging Creative Thinking
- Applying Brainstorming Formats and Mechanics
- Key Conflict Management Skills

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Course Certificate:

International Center for Training & Development (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session