

Introduction to Supervision

Effective supervision and leadership are critical factors in the success of modern businesses. Weaknesses in this area may result in a loss of productivity and profitability. This course is designed to provide supervisory staff with a range of introductory skills to enable them to gain the needed respect and to manage their team effectively.

Who should attend?

This course is designed to provide potential or newly appointed supervisors or team leaders with an introduction to key skill areas of people management.

Course Objectives

To enable delegates to:

- Understand the role of the supervisor
- Gain an appreciation of the key aspects of successful people management
- Learn principles of good communications and goal setting
- Use behaviours which gain the respect of their team

Course Details

Duration: 2 Days
Time: 9.00 am to 4.30 pm
Location: Mtt, Bedford (Open Course)
or on Company Site

Course Cost

Standard course costs apply

Course Content

Day One


- Role of the Supervisor
 - Role & management expectations
 - Maximising use of resources
 - Supervisory processes
 - Responsibilities
- Communication (1)
 - Speaking skills
 - Importance of Listening
 - Writing skills
 - Barriers to effective communication
- Leadership and Delegation
 - Leadership styles & qualities
 - Functional leadership
 - 5 leadership techniques
 - Delegation
- Discipline
 - Discipline and the law

Day Two

- Communication (2)
 - Making an oral presentation
 - Organisational communications
- Problem Solving & Decision Making
- Motivating others
 - Motivational theories
 - Factors in motivation
- Disciplinary Interviewing
 - Counselling
 - The discipline interview



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