

Managing for Team Leaders and Supervisors

Team Leaders and Supervisors are in an interesting position; they must learn how to manage the team whilst still working as part of it. This can be an extremely difficult transition to make as they must show an element of leadership, gain respect and often make and communicate unpopular decisions. Difficult as it is, this transition has to be supported as they are nearest to those at the heart of the organisational operation.

This one day course will ensure that clear guidelines are in place with a range of tools at hand and time to practice, helping Team Leaders and Supervisors to feel prepared and excited about the challenge ahead.

What will you learn?

- ⇒ Clearly define the roles and responsibilities of a supervisor.
- ⇒ Identify the key skills and behaviours in becoming a credible supervisor.
- ⇒ Create, develop and maintain relationships by exploring communication theories and techniques.
- ⇒ Practically apply simple techniques to develop the skills for effective mentoring.
- ⇒ Learn a structure, along with tips and techniques for delivering effective feedback.

What will you cover?

- ⇒ The role of the manager and the role of the supervisor
- ⇒ Making the transition from teammate to supervisor
- ⇒ Demonstrating leadership in the Team Leader and Supervisor role
- ⇒ Building respect within the team
- ⇒ The power of perception
- ⇒ Essential communication skills required
- ⇒ Giving and receiving feedback
- ⇒ Powerful questioning
- ⇒ Create a positive plan of action to embed learning.

Who is it for?

Team Leaders and Supervisors, including anyone newly promoted into this role and who requires developmental support and direction in making sure that they are successful.

How long will it take?

One day