

Supervisory Skills

Course code: SS1

Duration: 5 Days

Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- Experienced supervisors who would like to refresh and develop their skills, Supervisors who would like to develop practical and relevant skills and techniques, Supervisors who are new to the role and want to learn and apply the relevant skills, Team leaders, Project supervisors, Supervisors

By the end of the course delegates will be able to:

- Use verbal skills to influence people with a constructive outcome
- Apply assertiveness skills to cope confidently with different people
- Solve problems creatively and develop sound decision making techniques
- Increase effectiveness of time management and control stress

Day 1 - Verbal Communication Skills

- Structure simple messages using appropriate language and delivery
- Listen attentively to ensure mutual understanding
- Generate productive and open discussions to solve problems
- Overcome the barriers to effective verbal communication

Day 2 - Influencing Skills

- Analysis of factors which influence people
- How to influence people without power and authority over them
- Chairing and participating in meetings which produce results
- Finding common ground and reaching agreement

Day 3 - Assertiveness

- Characteristics and skills of assertiveness
- Handling difficult people with confidence
- Giving feedback and receiving criticism constructively
- Responding appropriately to aggressive, assertive and passive people

Day 4 - Creative Problem Solving and Decision Making

- Analysis of causes, symptoms and implications of a problem
- Generating a range of creative solutions
- Prioritising options against objective criteria to make a decision
- Implementing decisions, evaluating results and responding to feedback

Day 5 - Time and Stress Management

- Prioritising and organising work according to goals
- Eliminating time wasters
- Identifying the causes and symptoms of stress
- Planning and implementing your strategy to avoid burnout



Course bookings

In order to attend a BLS course, a written registration request must be sent by email to enquiries@blsuk.com

If the registration is accepted, the course administration department will issue the delegate with an acceptance letter and an invoice.

Payment

Course fees **MUST** be paid at least **two weeks prior** to the course commencement. Failure to make payment on time will result in an automatic cancellation.

Cancellations

Cancellations made up to seven days prior to course commencement will qualify for a full refund of the course fees. Cancellations made less than seven days prior to course commencement will not qualify for any refund.

All cancellation requests must be submitted in writing.

Language

Fluency in English is an essential requirement for attending courses at BLS.

Cheques

BLS will only accept a/c payee cheques that are made out to Business Learning Solutions Ltd. The invoice number and company name must be indicated clearly on the back. Cheques usually take up to five days to clear.

Substitutions

Delegates registered on any course can be substituted at any time without risk of a penalty. Substitution requests must be made in writing.