

SUPERVISION SKILLS







This two-day course provides participants with an overview of the skills and knowledge they will need to provide effective supervision for their team. Participants will be taken through the factors that need to be considered when managing themselves, their team, and their functional responsibilities.



COURSE AGENDA: Overview

Day 1	Day 2
<ul style="list-style-type: none"> • Mission, Vision, Plans & Values • Leadership styles • Qualities of a Leader • Listening & Influencing • Problem Solving • Decision making 	<ul style="list-style-type: none"> • Time Management • Delegation • Coaching and Mentoring • Giving and Receiving Feedback • Performance Management • Conflict Management

COURSE AGENDA: Day 1

<ul style="list-style-type: none"> • We discuss the meaning and intent of mission statements, visions and organisational values and how and why these need to be understood. • We explain strategic and operational planning. • We explore different organisational cultures - power, role, achievement & support - and discuss the culture of your own team and organisation. 	<ul style="list-style-type: none"> • We explore the 4 key leadership styles - Autocratic, Bureaucratic, Laissez-Faire and Democratic - and provide a questionnaire that will highlight your preferences. • We discuss Tuckman's Stages and the 4 leadership styles (direct, coach, support & delegate) and how and when to use each style to get the most out of your team. 	<ul style="list-style-type: none"> • We explain the difference between leaders and managers and consider what makes an effective leader. • We discuss John.C.Maxwell's '21 Indispensable Qualities of a Leader' and ask you to consider how you score on each.
<p>Mission, Vision, Plans & Values</p> 	<p>Leadership styles</p> 	<p>Qualities of a Leader</p> 
<ul style="list-style-type: none"> • We conduct an activity on effective listening and discuss how we can improve this skill in the workplace. • We explore the various ways a supervisor can motivate and persuade team members through the attributes of trust, empathy, and the science of persuasion (including reciprocity, authority, consistency and liking). 	<ul style="list-style-type: none"> • We explain an 8 step problem solving model and lead you through a group activity to practise applying the model. Then we work through a real problem from the workplace. 	<ul style="list-style-type: none"> • We explain an 8 step decision making model and lead you through a group activity to apply the model. Then we work through a real decision to be made in the workplace. • We complete an activity that highlights the importance and value of group decision making.
<p>Listening & Influencing</p> 	<p>Problem Solving</p> 	<p>Decision Making</p> 

COURSE AGENDA: Day 2

<ul style="list-style-type: none"> • We work through time management exercises and activities that provide an opportunity to: determine your priorities; develop your schedule for your day, week, month and year ahead; and identify your personal time wasters and ways to overcome these. 	<ul style="list-style-type: none"> • We introduce you to the principles of delegation (task allocation) and complete a case study to explore how to delegate most effectively in the workplace. • We share tips, tricks and insights as well as discussing common pitfalls and traps to avoid. 	<ul style="list-style-type: none"> • We discuss the 5 ways to develop your team: as a guide, coach, teacher, mentor and sponsor. • Using interactive role plays, we workshop the basic collaborative coaching process (explain, demonstrate and observe) and the GROW model (Goal setting, Reality, Options, Way Forward).
<p>Time Management</p> 	<p>Delegation</p> 	<p>Coaching & Mentoring</p> 
<ul style="list-style-type: none"> • We explore the role of positive, developmental, and negative feedback and how to seek feedback if it is not naturally offered. • We discuss strategies to improve how you give and receive feedback, and workshop a range of scenarios to determine various ways feedback might be given. 	<ul style="list-style-type: none"> • We explain Dr Aubrey Daniel's Performance Management formula (Performance = results + behaviour) including the 5 keys to building performance and productivity. • We work through case studies to explore managing performance and underperformance. 	<ul style="list-style-type: none"> • We discuss the 5 approaches to conflict (collaboration, competing, avoidance, accommodation and compromise) and how and when to use each approach effectively. • We explore dealing with conflict through a questionnaire and conflict case studies.
<p>Giving and Receiving Feedback</p> 	<p>Performance Management</p> 	<p>Conflict Management</p> 

COURSE CONDUCT

Accrete focusses on embedding Adult Learning Principles into our training to ensure that learners are engaged. We utilise the following strategies:

- Wherever possible client material, examples, case studies and the like are used to extract the required learning points.
- Action learning: the process of individuals learning from each other based upon the sharing of individual experiences and then engaging in group reflective thinking.
- Storytelling. All facilitators within Accrete adopt a similar teaching style where theoretical points / models / approaches are brought to life through storytelling and analogies. This combined with a range of theory, activities, PowerPoints, multimedia presentations and the like has proven effective in engaging participants.

COURSE DETAILS

Delivery duration	2-day course.
Delivery style	Face-to-face workshop facilitated by an Accrete team member including: presentation, facilitated discussion and practical activities.
Location	Venue to be provided by the client.
Participant numbers	Maximum: 25
Tailored option	Yes. Please contact us to speak with a facilitator