# **ACCRETE**

# 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.

Managing yourself

Managing others

Managing in the organisation

# COURSE AGENDA: Overview

Day 1	Day 2
Mission, Vision, Plans & Values	Time Management
<ul> <li>Leadership styles</li> </ul>	Delegation
<ul> <li>Qualities of a Leader</li> </ul>	<ul> <li>Coaching and Mentoring</li> </ul>
<ul> <li>Listening &amp; Influencing</li> </ul>	<ul> <li>Giving and Receiving Feedback</li> </ul>
<ul> <li>Problem Solving</li> </ul>	<ul> <li>Performance Management</li> </ul>
Decision making	<ul> <li>Conflict Management</li> </ul>

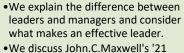
#### COURSE AGENDA: Day 1

- •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.

Mission, Vision, Plans & Values

- •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.

Leadership styles



 We discuss John.C.Maxwell's '21 Indispensable Qualities of a Leader' and ask you to consider how you score on each.

Qualities of a Leader



•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).

Listening & Influencing



•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.

Problem Solving

- 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
- We complete an activity that highlights the importance and value of group decision making.

**Decision Making** 

#### COURSE AGENDA: Day 2



## 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.

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

## COURSE DETAILS