Supervisory Management Level 1 Training Seminar

Who Should Attend:

The target audience for this training seminar is supervisors who have little or no prior formal training in supervisory management.

Duration: 2 days

Prerequisite: None

Objectives:

At the end of this training seminar participants will:

• Demonstrate an understanding of the nature of supervision
• Understand the functions and roles of a supervisor
• Learn the various leadership styles
• Understand human behaviour and the elements that influence employee behaviour
• Communicate more effectively with colleagues and subordinates

Content:

• Nature of management (supervision)
• Planning and organizing
• Setting goals and objectives
• Leadership styles
• Making the change to being a supervisor
• Functions and responsibilities of supervisors
  o Roles of supervisor
• Communication
  o Key elements of communicating (The Communication Process)
  o Organizational Structure and Communication
  o Handling objections from subordinates & colleagues
  o Limiting the value of feedback (good & bad) and responding appropriately
• Understanding human behaviour
  o Typical behaviours
  o Facts influencing human behaviour in the workplace