

# Introduction to Supervision And Leadership

- 2-day program -

This 2-day program is designed to introduce supervisors to basic elements of managing their team. Stepping into the role of a team leader can be a challenging one! This course aims to build your skills and confidence. Learn the skills so many managers have never been taught and had to learn the hard way. You will learn to set goals for the team, motivate and develop your team to continuously improve performance and handle difficult situations decisively

**This program is aimed towards supervisors and team leaders who are in a leadership role or who have the potential to move into a leadership position.**

## Program Content:

### The Supervisor's Role

- What does this role involve?
- Where do you fit in the team?
- What do your manager and team expect from you?
- Responsibilities of a Manager
- Managing v. Doing
- Management Styles
- Identifying your style of management

### Qualities for Success

- The skills, attitude and knowledge required
- Leadership skills
- Leadership behaviour
- Effective listening
- Encouraging commitment and mutual respect

### Developing the Team

- What is teamwork?
- Team Dynamics
- How to get the best from the team
- Developing a motivated workforce

### Time Management

- Controlling our own time
- Setting goals and objectives
- Organising Yourself
- Delegating with trust!

### Managing Performance

- Giving and Receiving Feedback Effectively
- Personal Action Plans



Judeth Wilson - Judeth has a passionate belief in people and developing the skills they have. She believes that people have the power to make an enormous difference - she helps to wake up the difference that they make to themselves and others in the organisation and ignites a passion for what they do

Outcomes: On completion of this course, you will be able to:

- Have a clear understanding of your role within the team
- Understand how to motivate and develop team members
- Communicate clearly goals and objectives
- Measure team members performance
- Feel confident in your new role



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