

Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Becoming a Successful Supervisor

Course Overview

This course is designed to cover critical business and professional development topics in the shortest time possible. With a wealth of hands-on exercises, this course will help delegates retain critical skills.

Becoming a supervisor for the first time usually comes with mixed emotions and a lot of questions.

Will you be able to help others in ways no one did for you?
Can you manage people effectively when they used to be your peers?
Where do you start?

Get the answers to all your questions. Learn to be an effective and confident leader.

Target Audience

Anyone aspiring to become a supervisor.

Prerequisite

There are no prerequisites for this course.

Duration

- 1 Day



Course Outline

Module 1: Transitioning to Supervision

- The Opportunity.
- Your Role Changes Now.
- How You Use Your Time.
- Transition Speed Bumps.
- So, Now What?
- Working Successfully with People.

Module 2: High-Performance Management

- Performance Management.
- How to Establish Clear Expectations.
- Giving Positive Feedback.
- Handling Performance Problems.
- Supervising with Flexibility.
- Performance Assessment.
- Strategies for Managing Performance.

Module 3: Communicating with Others Proactively

- Communicating One-on-One with Employees.
- Communicating with a Team.
- Use a Team Approach.
- Communicating with Others.
- Communicating with Your Manager.

Module 4: Coaching for Excellence

- The Changing Playing Field.
- Coaching Behaviours in Supervisors.
- The Coaching Process.
- Strategies for Effective Coaching.

Module 5: Dealing Positively with Change

- A New Paradigm.
- Organizational Change.
- The Impact of Change.
- Communicating Change Effectively.
- Change Management Skills.
- Brainstorming Change Ideas.
- Problem-Solving Techniques.