

Effective Supervisory Management

Develop and empower a highly motivated team

3 days £1275 + VAT

Successful team leaders achieve their objectives by developing flexibility within their team and inspiring team members to have confidence in themselves and in each other. We use questionnaires, instruction sessions, films, case studies and practical exercises to equip you with the skills you need to help each member of your team to fulfil their maximum potential. You'll also have the opportunity to exchange tips and ideas with other supervisors and managers from a wide variety of backgrounds. You won't be judged by the trainer or by other delegates but you will be offered lots of opportunities to assess your own strengths and weaknesses and encouraged to develop a performance improvement programme for yourself as the course progresses. You'll also learn how to manage the performance of your team more effectively by matching your leadership style more closely to their needs.

Topics	Outcomes
Your role, objectives and priorities	We'll help you to create a clear picture of your business objectives and use the right criteria when you're setting priorities. You'll understand how to agree your key result areas (KRAs) and key performance indicators (KPIs) with your boss and your team and how to set up and manage your relationships with all your key contacts.
Handling typical interview situations	Learn how to avoid failure by planning for recruitment, correction, counselling or appraisal interviews. Practice using different types of questions and develop greater confidence when using silence as a probing tool to get to the information you're looking for.
Setting up and organising your team	Learn how to structure teams around key objectives but to build in flexibility. We'll show you the best approaches to selecting and fully inducting new people into the team.
Job instruction	An entertaining, but informative, film will show you how to use 'work breakdown sheets' to analyse a task or a job. How to prepare a job instruction session tailored to the personal learning styles of individual trainees.
The human relations side of supervisory management	The 'Human Relations Maze' exercise will help you to recognise the importance of listening and considering the human and emotional implications of problems and solutions before leaping in with both feet.
Using your authority flexibly	The 'Authority Model' and the 'I'm in charge' case study will help you to focus more clearly on the most appropriate mix of authority styles to apply to each of your people in each particular set of circumstances.

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Keeping the team motivated	The 'Pressing the right buttons' exercise will show you how to conduct an objective motivation analysis with any member of your team. You'll also learn how to offer constructive comment, and agree motivational targets, rewards and incentives and minimise the demotivators.
Improving communications	You'll see how 'Active listening' can help you to compensate for other people's weak communication skills and learn how to use the 'Stem Analysis' technique from the 'Meltdown' case study to identify root causes of communication problems in your own organisation.
Making team briefing work	You'll be shown a model and a range of techniques for delivering inspiring team briefings and learn how to develop strategies and tactics for dealing with those really difficult people or topics. The 'Hubcap' model shows the sequence to follow when you need to secure commitment to change. You'll have the chance to practice and to watch others 'Delivering bad news' and exchange tips and ideas for dealing positively and assertively with any negative responses from the team.
Understanding team building	Learn what makes that crucial difference between a team and just a group of people and explore the advantages and potential disadvantages of using the team approach. The 'Building the Molecule' exercise lets you practise analysing the profile of each member of your team so that you learn how to foster and develop good working relationships between different types of people. We'll help you to understand your own personal team orientation profile and your team leadership profile and how to identify which leadership styles to adopt when team building, developing team performance or smoothing over any conflicts that arise in the team.
Correcting below standard performance	Gain a clear understanding of the difference between informal correction and the formal disciplinary procedure and learn from 'role-plays' how to develop a range of approaches for criticising constructively but assertively.
Delegation and empowerment	Learn how to overcome your irrational fear of losing control and develop techniques for delegating and monitoring the progress of the delegated task. Take the 'Maximising delegation' questionnaire with you to help you to promote maximum delegation in your company.
Action Planning for Improved Performance using Purple Pages	A 'Purple Page' is issued for each key topic covered suggesting follow-up actions for you to implement back at work. You're also invited to add ideas of your own. You can then prioritise the list into a comprehensive action plan to help you develop your skills and impress others with the outstanding performance of your team.

Delegates said it!

"I've picked up so many ideas to try out I won't know where to start, but my Purple Pages folder should help me to plan and keep me on track."

"Now I know what my job is really about I can get on with learning how to do it better."

"There's a lot more to being a Supervisor than I thought, but I'm confident I can crack it now if I get the right support from my boss."

Programme high spots

- The practical team exercise 'Building the Molecule' is great fun but also helps people to understand the importance of allocating the right tasks to the right people
- Delegates enjoy the 'Human Relations Maze' because it provides an opportunity to work with others early in the course and helps them to see alternative approaches to resolving problems by involving people in implementing their own solutions

Who will benefit?

The course will benefit any team leader, supervisor or manager responsible for leading, controlling and motivating others. The course is particularly valuable for newly appointed leaders, supervisors faced with significant change or any longer serving front line managers who haven't had the benefit of any formal training and may need to refresh their skills.

Next steps

For further advice and to book a course, please contact us on **01494 766 633** or email us at **info@tack.co.uk**. Your local TACK adviser will be pleased to discuss your training and development needs and this programme in more detail.