

MANAGERIAL SKILLS FOR SUPERVISORS

MAL002

COURSE DESCRIPTION

Being a supervisor is much more complicated than most people expect. This 5-day course provides supervisors a foundation for ongoing personal and professional development. Participants will demonstrate an understanding of the challenges that exist in managing people and process and will exhibit a heightened awareness of values and personal style and their impact on critical situation analysis and resolution.

COURSE GOAL

To enhance the participant's Knowledge, Abilities and Skills necessary to undertake the responsibility and become proficient in planning, organizing, communicating and monitoring.

COURSE OBJECTIVES

By the end of this course, participant will be able to:

- Understand how to succeed in a rapidly changing environment.
- How to plan, organize, communicate and monitor.
- Apply the appropriate supervisory style to individuals and situations.
- Understand his legal responsibilities.
- Give constructive criticism and apply various motivational techniques.
- Deal with problem employees.
- Use delegation for employee development, time management and motivation.
- Create an action plan.

WHO SHOULD ATTEND

Supervisors with at least two years of supervisory experience.

COURSE DURATION

5 Working Days

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COURSE OUTLINES

- Supervisor's role and expectations.
- Planning, organizing, communicating, monitoring functions.
- The supervisory styles: When and how to use each one.
- Effective communication.
- E-mail and important aspects of nonverbal communication.
- Give and receive criticism constructively.
- Performance maximization.

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