

## Introduction to Supervision and Team Leading

### INTRODUCTION

Supervisors and Team Leaders play an important role in any organisation. They can greatly effect productivity and therefore the success of the organisation. The way Supervisors lead their teams will affect motivation and morale.

### COURSE OBJECTIVES

**By the end of the course, delegates will have:-**

- **A clear** understanding of their role within the Organisation and team
- **Reviewed** methods of motivation and understand how to motivate others
- **Practised** communicating clearly within a group situation
- **Reviewed** methods of planning and prioritising within a team environment
- **Practised** dealing with difficult situations

**COURSE DURATION:** 1 Day Course

### COURSE CONTENTS

#### The Supervisors Role

Identifying your strengths and areas for improvement against this role

What are your 5 key areas within your role

#### Motivation

What motivate you?

What motivates your team?

Methods of motivation

Motivation through delegation

#### Communication

What is communication?

How do we communicate?

Listening

Gathering information

Dealing with difficult situations

#### Communication in Groups

The importance of team communication

Managing communication in groups

#### Planning and Prioritising

Managing your own time in order to manage others

Prioritising your workload

#### Personal Development Action Plan

*Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice must of the theory covered*

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