Mastering Supervisory Skills Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-12-08

End Date: 2026-12-12

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: MAL

Course Code: MAL-92

Syllabus

Course Syllabus

Introduction

Mastering Supervisory Skills is an exciting and interactive programme designed to help experienced and second-level supervisors take stock of their roles and to develop the skills and approach they need to perform effectively in the modern organisation.

objectives

- extend their understanding of the supervisor’s role and the processes of managing up, down and across the organisationdevelop a strategy for enhancing the effectiveness of their teams
- develop a strategy to support and develop the performance of each member of their staff
- review their personal working practices and managerial style

Contents

- Action planning
- Roles and responsibilities of the supervisor
- The competency concept – measuring actual behaviours against the model
- Understanding organisational culture and
- Developing a network of relationships and influence

Day Two

Delegation and Management Style/Team-Working and Leadership

- Delegation skills and empowerment
- Management style – ‘situational’ & ‘differential’ leadership models
- Group dynamics and team formation
- Conflict and conformity in group situations
- Problem solving and decision making
- Managing team meetings

Day Three

Communication Skills/Managing Performance and Relationships

- Improving communications and relationships
- Dimensions of staff performance
- Practical motivation
- Appraisal – case studies in performance management
- Coaching and developing staff – the skills of on-job training

Day Four

Managing Performance and Relationships/Personal Effectiveness and Time Management

- Assertiveness
- People problems and problem people
- Constructive criticism – giving and receiving
- Discipline
- Fundamental principles for time management
- Managing time with other people in mind
- Planning and priority setting
- Interruptions and accessibility
- Understanding stress and managing stressed staff

Day Five

Managing change and continuous improvement/action planning

- Concept of continuous improvement
- Improving systems and processes – engaging and enthusing the team
- Creative thinking techniques
- Implementing change