

Supervisory Skills

Aim To provide participants with the knowledge and confidence required to excel as Supervisors

Objectives By the end of this workshop, participants will be able to:

1. Describe the skills and attributes required to be a successful Supervisor
2. Explain how they will be even more influential back in their workplace
3. Describe how they will be more assertive when they return to their workplace
4. Explain the importance of consistent standards and their role in maintaining them
5. Describe how to handle challenging behaviour confidently, calmly and effectively
6. Produce a personal action plan based on the insights they have gained over the day

Format

This workshop blends theory with discussion and interactive exercises

Overview

- Understanding the Supervisors role and the unique challenges involved in it
- How to become even more influential
- An exploration of supervisory case studies
- The importance of consistent standards and being able to ensure they are adhered to
- How to communicate with increased impact
- Assertiveness techniques
- How to handle the most common forms of challenging staff behaviour
- How to improve performance by providing effective feedback and coaching
- An exploration of the competencies required to be an effective Supervisor
- Practice sessions using the skills and techniques covered during the day
- Participants will complete their Supervisory Action Plans

