

Managerial & Supervisory Skills

Duration: 3 days

This Program will help Participants:

- Use a relationship based management process that supports achieving improved business results
- Focus their efforts on issues they can control or influence and away from issues where they have no control
- Understand how their attitude affects the personal productivity of employees
- Improve employee productivity through the application of the effective Managerial Leadership Model
- Recognize how the behaviors of effective managers help with the achievement of effective business results.
- Understand what actions they need to take with their employees
- Practice sharing power, resulting in power becoming a multiplier within the company
- Examine and align their expectations, the company's and the employee's
- Understand the importance of demonstrating a caring attitude towards employees
- Gain employee trust through the use of respect and recognition

Course Outline and Key Topic Areas include:

Effective Leadership Attitude

- Understand the effect of the manager's attitude on productivity.
- Identify how attitudes get translated into daily actions on the job.
- Describe how the skills we learn in this Program can impact the beliefs, attitudes and actions of managers.

Communication: It All Starts with You

- Use a communication technique that leads you to understanding before attempting to be understood.
- Naturally use a communication model during spontaneous communication.
- Apply two principles that will increase your effectiveness when communicating with employees.
- Practice the four communication skills.

Achieving Effective Results with Your Workforce

- Determine the demographics of your employees.
- Recognise the obstacles you have to applying L.E.A.R.N.
- Recognise the critical importance of relationships.
- Determine how to develop relationships to achieve results.
- Identify the two “Main Things” your employees need.
- Recognise the interdependence of manager actions and employee success.
- Implement a Miniature Action Plan of increased management actions to support the work unit.

Adjusting Your Communication Style to Achieve Results

- Identify your style of communicating.
- Identify the communication styles of your employees.
- Increase your communication effectiveness by adapting your communication style to your employee’s style.
- Practice skills to adapt and mirror communication styles.

Communicating with Your Work Unit

- Identify the benefits of communicating work-related information.
- Apply the Planned Communication Process to effectively guide your communication actions.
- Be confident that your communication actions are successful.

Providing Performance Feedback

- Objectively recognize the need for a feedback session.
- Collect meaningful and accurate information to conduct a feedback session.
- Provide specific information during a feedback session.
- Provide frequent and well-timed feedback sessions.

Effective On-the-Job Training

- Explain the importance of On-the-Job Training and all other training.
- Exercise the components of adult learning.
- Train your employees on the job.
- Plan training evaluations and follow-up activities.

Motivating Through Empowerment

- Value empowerment as an effective management practice to gain trust.
- Increase commitment from employees by coaching them to think for themselves.
- Identify how to overcome fears around empowerment.
- Develop skills of empowerment through effective delegation.

Actions That Show You Care – Importance to Teambuilding and especially in building up a Workforce

- Grasp the value in caring for your employees.
- Overcome the common obstacles to caring.
- Practice basic listening and informing skills.

Never Stop Growing

- Appreciate change as an acceptable part of work.
- See the connection between the growth of your company, yourself and your employees.
- Describe how to stay ahead of the growth curve.
- Identify how your employees can stay ahead of the growth curve.

Time Management (Very basic)

- Apply a process to identify the end results expected of the work unit so that focus is toward tasks and activities that achieve that result.
- Plan and priorities daily and weekly schedules.
- Systematically deal with procrastination