



Management and Leadership – an introduction

Understanding People

Understanding Business
Management

Understanding
Communication

Understanding your needs

Duration: 1 day or half day

Who is it for?

Newly promoted or soon to be promoted supervisors and team leaders who wish to develop their managerial and interpersonal skills.

Objective

This course will equip supervisors and team leaders with a range of skills to help them develop and lead a strong and effective team.

“Just brilliant!”

Liz Pauls
Mercator Media

Learning Outcomes

At the conclusion of the course, participants will be able to:

- Understand their role within the company and the team
- Understand how to motivate and develop team members
- Clearly communicate goals and objectives
- Deal with ‘difficult’ situations
- Feel more confident in their new role

Course outline

Participants will consider the following topics:

- The Supervisor’s Role: the importance of clarity of purpose
- The 5 key areas of the role
- Manager’s and team expectations and how to meet them
- Qualities for success as a supervisor
- Earning respect, not just expecting it
- Examining different styles of management
- Developing the team
- The fundamentals of assertiveness
- How to give motivational and developmental feedback
- Time management – your own and that of your team
- Delegating with confidence – how to let go!