Team Leaders and Supervisory Skills

PeoplePlus
People Skills Jobs

Who Would Benefit

Anyone new in the role or who has not had any formal training in supervising or leading people and teams.

Course Overview

Delegates will learn the principles of effective team leader and supervisory skills. This program is designed for supervisors and team leaders who have had no formal management training. The course will explore in detail the role and responsibilities of the supervisor and examine the key principles of managing teams and resources in order to get the best out of them. Six core areas of competency have been identified as those most likely to impact on the workplace and give supervisors the practical skills they need. The program will be underpinned by a theme of 'taking responsibility' and give the supervisors the confidence to perform their job roles to the full.

CPD Points: 18

Course Category: Management & Leadership

Recommended No. of Days: 3 (delivered as 2 days plus 1 day follow up)

Course Location: To be determined

The Course Includes:

- The role and function of the supervisor
- The psychology of motivation
- Getting the best from others
- Task management, planning and prioritising
- Identifying & dealing with performance
- Dealing with difficult people
- Problem solving and decision making
- Personal management & communication skills
- Active teams

Learning Outcomes

At the end of this program the delegate can:

- State how to deal with difficult situations
- Demonstrate effective leadership & communication skills
- Apply principles of good personal organisation
- Describe the role of the team leader/ supervisor
- Take responsibility
- Show planning and prioritising in action

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