

The Effective Supervisor

Suitable for any newly promoted Supervisor, shop floor or office based, and those who have never had the benefit of any formal training .

Objectives:

This comprehensive programme provides a valuable insight into the knowledge and skills required by today's supervisor.

Depth of content is dependent on course length and the programme can be tailored to specific needs and run on consecutive days or over a longer period eg. One day per month to allow Team Leaders or Supervisors to practice the skills

Content:

The Role of the Supervisor

- Key areas of responsibility
- Job descriptions and Standards of performance

Communication

- Interviewing skills
- Body language
- Giving and receiving feedback
- Assertiveness

Motivation

- The principles of motivation
- Approaches to motivation
- Planning and control
- Planning the teams work
- Managing your own time
- Delegation skills

Appraisal Skills

- Benefits of appraisal
- Preparation for the meeting
- Running the meeting
- Agreeing objectives
- Assessing training needs

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters