

An Introduction to Supervision 2 Day Workshop



Supervisors in this highly competitive environment have to juggle a multitude of factors in satisfying their customers' needs as well as meeting challenging performance objectives.

Programme Objectives:

- To equip participants with the tools, skills and awareness needed to commence or continue the development of their supervisory and people management skills
- To help those making the transition from staff member to supervisor to cope more effectively
- To help participants gain the knowledge, skill and confidence required to successfully manage the performance of a team and individuals within it
- To provide participants with an understanding of how to lead their teams to deliver results collectively
- To offer participants the practical tools necessary to set performance standards and to maintain those standards through effective feedback and a motivating environment for their team.

Key workshop tasks:

Over the course of the two day workshop participants will:

- Define their role as supervisors within their organisation
- Recognise the key responsibilities of a supervisor and the priorities this suggests
- Implement the principles and practices of standard setting and maintenance
- Discuss and apply the basic principles of leadership, motivation, communication and delegation
- Prepare an action plan to apply learning to their workplace and provide feedback on day two.
- Develop a comprehensive understanding of the role of a supervisor
- Gain an ability to appraise themselves as a potential leader and as a team player
- Recognise how to promote good practice in the supervision and development of others

Who should attend?

Those working in a supervisory position or making the transition from staff member to team leader or supervisor

Duration: 1 day a week for 2 weeks – 9.30am to 5.00pm

Cost: A subsidised fee of €200 per person.

Check website for updates on dates and locations: www.failteireland.ie/ManagementSupervisorySkills

The fee to run this In-company is €1,500 – Maximum number of participants: 10

To book:

Please email: management.development@failteireland.ie

Programme Agenda:

Day 1 of 2	
Management Mindset	» Examine current management practice and thoughts regarding good management practice in participant's workplaces
Team Formation and Dynamics	» Understand the stages of team development to enable supervisors action plan for each stage » Understand their role as a team member in maintaining or getting to the performing stage and what team members require from their team leader in terms of clarity of purpose, clarity of roles and clarity of expectation
Management Mindset	» Define the purpose of management. This allows for all training topics to be framed as a means of helping the supervisor turn objectives into results
The Role of a Supervisor	» Participants are introduced to a concrete, pragmatic, wholly research-based approach to managing and motivating their team (the 12 Questions Model).
Performance Management	» Understand the objective of performance management and the key skills involved in making it happen » Appreciate how the 12 Questions should inform your approach to PMDS – it's not about the paper, it's about the conversation and results
Review and Action Planning	» Participants will review all the learning from the day and as a result of this prioritise their own individual action plan.
Day 2 of 2	
Motivation	» Understand key practical concepts in relation to what motivates people » Consider own mindset in relation to what they think actually motivates people » Develop a greater appreciation of the tools at their disposal for creating a motivating environment
Leadership Styles	» Understand that people can be developed in a practical way on an ongoing basis. » Understand that development is task specific, not general. » Be able to employ different leadership styles depending on the situation.
Feedback and Influencing	» Understand how to employ facilitative (Pull) and directive (Push) models of feedback. » Develop the confidence to deliver effective feedback in a timely manner. » Avoid the pitfalls of feedback delivered incorrectly.
Setting Standards	» Define the term 'standards' and give concrete examples » Describe the standard setting process » Identify and discuss the principles and practices of its implementation
Maintaining Standards	» Understand and be able to use checklists to assess compliance with standards » Be able to give feedback in relation to standards of performance
Review and Action Planning	» Participants will review all the learning from the day and as a result of this prioritise their action plan.