



# ENHANCING YOUR MANAGEMENT & SUPERVISORY SKILLS

**Overview:** This two consecutive day programme for supervisors/managers of business in Tourism focuses on the development of personnel in key principles and techniques needed to operate as an effective and efficient supervisor / manager.

**Context:** There is increasing evidence that people management is positively related to superior organisational performance. This programme provides participants with the principles and practices of Supervisory Management.

In the current climate, many organisations are now experiencing some difficulty in the recruitment of personnel at supervisory / management levels. As a consequence of this difficulty the businesses find themselves promoting personnel to supervisory level, as they have demonstrated a high degree of technical skills in their job, however these promoted staff often lack experience in key management skills which are essential to becoming an effective supervisor.

Supervisors need to be able to lead, communicate, motivate and build teams to maximise performance. These are not skills that one either has or does not have; they are skills which need to be learned. It is widely accepted that in the main; it is the responsibility of the organisation to enable and encourage their supervisors to develop a range of management skills and expertise if they expect them to operate effectively and efficiently to maximise the performance of their teams. Therefore, this two day programme has been developed to support industry in the development of their personnel in relation to key supervisory / management skills and techniques, principles and practices.

**Objective:** To support and help address the need for the up-skilling of personnel in the role of supervisors / managers in order to enable them to increase their personal effectiveness and maximise the performance of their team members - in a climate where recruitment of personnel who profess these skills is proving difficult.

**Location:** Delivered at different regional locations. Venues TBC

**Delivery:** 2 day programme. Can be delivered in house, by sector or as an open programme

**Cost:** FOC- Failte Ireland is fully subsidising the cost of this training programme

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**Who should attend:** Supervisors / Managers with responsibility for managing staff / teams

**Date:** TBC

*The programme will be delivered / facilitated by our internal Enterprise Development Operations Team*

Day 1 – Full day	Day 2 – Full day
<ul style="list-style-type: none"><li>• Roles &amp; responsibilities as supervisors/managers within the business</li><li>• Communicating effectively</li><li>• Leadership</li><li>• Motivating your team</li><li>• Delegation skills</li></ul>	<ul style="list-style-type: none"><li>• The principles and application of “Belbin’s” team roles explained</li><li>• Providing effective feedback on performance</li><li>• Cultural awareness</li></ul>