



# 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 upskill and provide the necessary learning to support industry members to achieve and maintain “Best in Class” service delivery in order for tourism businesses to remain competitive and sustainable in to the future.

**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

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

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**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>• Introduction to Service Excellence concept &amp; model</li><li>• Introduction to Standards of Performance (SOP's)</li><li>• Setting Standards of Performance (hands on)</li><li>• Managing Standards of Performance</li><li>• Applying Standards of Performance</li></ul>	<ul style="list-style-type: none"><li>• Review of day one</li><li>• Measuring Standards of performance</li><li>• Managing Self and Time</li><li>• Next steps</li></ul>