



training * coaching * competency

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Title of course Effective management/supervisory skills
Duration of course 3 days (can be condensed to 2 days at client request)
Start and end time 9:00 – 16:30

Introduction and Aim

This three-day training course for supervisors/managers is designed to help delegates overcome many of the supervisory problems they may encounter, whether they are a team leader, a project manager or a line manager. It also helps them develop the skills required for day-to-day management of a team.

Course content:

1. Definition of a line-manager/supervisor
2. Communication skills
3. Team building and team leader
4. Handling conflict
5. Time management
6. Running effective meetings
7. Dealing with stress
8. Coaching as a supervisor
9. Disciplinary procedures
10. Motivation

Open book assessment at end of course

Outcomes:

Delegates will be able to:

- ◆ understand how to instruct and support employees / team members
- ◆ understand the impact of good / bad communication
- ◆ realise the responsibility for work being carried out to the company standards
- ◆ understand the responsibility of productivity and actions of a team of employees
- ◆ motivate and guide employees to get their tasks done
- ◆ recognise the interaction within a team
- ◆ work with the different behavioural styles within a team
- ◆ develop team leader skills
- ◆ develop dealing with conflict skills and understand different types of conflict
- ◆ through time management will be able to priorities and conduct effective meetings

continued...

For more information please contact: training@ays-ltd.co.uk

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Training Manager mobile: 07713160632

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- ◆ understand different types of stress and stressors in the workplace and how to deal with them
- ◆ understand the significance of assertiveness within the team
- ◆ the role of the coach and coaching skills as a supervisor
- ◆ understand disciplinary procedures and various actions that may need to be undertaken
- ◆ ability to motivate the team or workforce

Suitable for: any personnel that need to develop their management & supervisory skills

Previous experience required: None required

Delegate Numbers: Minimum 4, maximum 10

For customisation of this course please contact the office by email (info@ays-ltd.co.uk) and we will arrange a meeting with our training manager to discuss your requirements.

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