



Training * Coaching * Workshops

Changing hats – becoming a supervisor / line manager

Taking on a supervisory position is always a challenge – especially if you are assuming managerial responsibility for former peers.

At AYS we deliver a 2/3 days highly interactive workshop for supervisors/managers. It 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 their 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

For the full course content please visit www.ays-ltd.co.uk – Training & Coaching link – select Effective line-manager / supervisory expertise to open the printable PDF.

We have 2011 scheduled courses running on the 11th/12th/13th October and 13th/14th/15th December

We can also offer a condensed 2 day course or customise the course content to suit the client's needs.

Please contact training@ays-ltd.co.uk with your requirements.

For 2012 dates please visit our website

www.ays-ltd.co.uk

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