

Leadership and Management Skills for New Manager and Supervisor



PROGRAMME OBJECTIVES

- Understand and develop skills necessary for new managers/supervisors
- Learn the importance of managing with strategic thinking
- Learn how to set goals and plan effectively and efficiently
- Develop ability to establish a customer focus in management
- Develop positive interpersonal techniques for better people relationships
- Improve their ability to make higher quality decisions
- Apply concepts of team building, team performance and motivation
- Learn how to establish and maintain time management techniques
- Understand the role of stakeholders and learn techniques of stakeholder management
- Understand how to develop productive communication techniques
- Understand the importance of performance standards, goals and objectives
- Develop improvement plans to accomplish work and improve performance

INTRODUCTION

This programme provides an understanding of the issues which allow for effective management and supervision, such as proactive planning, understanding of customer relations, effective time management, proper communication and understanding human interaction, helping new managers/supervisors know how to use productive leadership and management techniques

WHO SHOULD ATTEND?

- Personnel who have recently been appointed to a new management or supervisory position
- Those who are desirous of a supervisory position or those established supervisors who have not had formal supervisory training
- Those who are responsible for managing any type of group or team and representatives of all functional disciplines from any type of industry, business or organization, including the service industry

TRAINING METHODOLOGY

This programme is an interactive mixture of lecture, discussion, activities and practice on management and supervisory skills. It provides definitions, examples, discussion and activities designed to promote skill building with interaction and discussion among participants. Activities and work on practice case studies are used to deliberately highlight the concepts taught and allow participants to practice new skills.

PROGRAMME SUMMARY

New managers and supervisors are in a unique role of being able to direct and manage a group of people, but at the same time are learning the best methods of leadership and management. This programme is designed to give participants an understanding of key management and supervisory leadership skills, methods, processes and procedures, as well as practice on techniques. The principles used are easily adapted to any type of organisation or individual's management role.