

# Management and Supervision Skills

## Course Outline

Managers are often required to combine their management and supervision role with demanding operational responsibilities. And yet, ask anyone with a manager, and they'll probably tell you that effective supervision and management can often make the difference between mutually beneficial/productive involvement, and an experience that is less than satisfactory for both parties.

This packed and practical 2-day course will enable delegates to develop the necessary skills and knowledge to achieve results through the effective management and supervision of staff. It will help to break down their responsibilities into easily achievable stages of development, and to approach their new role with confidence.

### KEY AIMS

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1. To enable managers and team leaders to operate confidently and competently by developing key management and supervision skills
2. To focus on key issues and challenges relating to the effective management of tasks, teams and individuals, such as: assertive communication; effective delegation; constructive criticism; performance management; team building and conflict management
3. To introduce and promote the benefits of using an effective model of management and supervision
4. To introduce powerful and flexible tools and techniques for effective management and supervision, whatever the participants' previous experience or circumstances
5. To enable delegates to increase awareness of their personal management and supervision style, and the effect on the supervisee
6. To facilitate the development of strategies for improving delegates' personal approach and building on their natural style

### KEY BENEFITS

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Participants will learn how to:

- Achieve results through others
- Be accountable for their own and others' actions
- Incorporate best practice in management and supervision
- Develop their own management and supervisory style
- Get the best out of different people
- Give and receive feedback and criticism positively

The organisation will:

- Have more confident and competent managers/supervisors
- Have more motivated team members
- Enable managers to achieve more
- Develop teams to their full potential
- Improve staff retention

## OUTLINE PROGRAMME

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### DAY ONE

- **Identifying personal objectives** – Identifying participants' personal objectives in attending the training.
- **Key management and supervisory activities and skills** – Examination of a range of supervision and management activities and the skills required to carry them through.
- **Good practice in management and supervision** – Identifying recommended groundrules and boundaries for a positive supervision environment and relationship.
- **Personal management styles** – Identifying and analysing personal styles and considering the impact on the supervisee.
- **Assertive communication skills** – Understanding how different styles of communication impacts on others. Recognising the benefits of assertiveness and how to develop and utilise a more assertive style.

### DAY TWO

- **Empowering and delegating** – Developing skills in the art of effective delegation.
- **Constructive criticism** – Identifying the impact on the supervisee and learning how to give feedback in a positive way.
- **Performance Management** – Using formal and informal processes of support, training & development, meetings and reviews to enhance motivation and ensure effective performance.
- **Team Building** – Understanding what distinguishes a productive team from a group of employees, and identifying how to lead a team effectively through the different stages of team development.
- **Conflict Management** – Learning to deal effectively and professionally with conflict in the team, and with team members.
- **Accessing support** – Identifying personal support needs and considering appropriate and positive ways of meeting them through peers and own manager.
- **Personal development planning** – Extending learning back into the workplace through comprehensive action planning of on-going learning and development.

### FEEDBACK

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- “I found the whole course useful and interesting but understanding about management style, constructive criticism and their impact most useful”
- “Good course – well delivered – allowed everyone a chance to discuss needs and build on skills”
- “Thank you, I thoroughly enjoyed the course and participation in the exercises, well structured and presented”
- “The ‘what kind of manager are you?’ quiz and continuum allowed you to evaluate your own skills and recognise areas for improvement”
- “The most useful part of the course was discovering that I am not a passive manager. I am in control more than I thought.”
- “The course included plenty of real situations and how to overcome them – and an outside view point of how we do things was really eye-opening.”
- “Excellent – it gave me an invaluable insight into how to deal with the problems I face each day – I am more likely to be a more effective manager, and get a lot less stressed!”
- “Brilliant – very valuable and would strongly recommend the course”
- “Really very impressive session – I couldn't fault it!

## **COST**

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We understand that training is an investment - not just in terms of the cost, but also in time. We are therefore committed to providing excellent value by ensuring that our open courses are competitively priced. Unlike other inexpensive open/public courses, we deliberately restrict the number of places so you can rest assured that the training will be focused on the needs of every delegate, and will be an effective learning experience.

Fees for 2-day open courses from H2 are as follows:

- Per delegate: £480 + VAT
- 2 or more delegates: £420 + VAT each
- Public Sector: £420 + VAT
- Registered Charities or self-funding individuals: £375 + VAT

Fees are fully inclusive of:

- Course tuition / materials
- Workbook, with comprehensive reference materials / proformas
- Lunch / refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

## **CONTACT**

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