



Tel (011) 083 8384

Tel (021) 790 3684

info@multimediacentre.co.za

www.multimediacentre.co.za

Supervising for Success Course

Duration

1 Day (08:30 - 16:00)

Objectives

Supervising for Success helps you learn what it means to be a great supervisor to your subordinates - and how that will enhance your career. Discover how your attitude can make or break your team's spirit. This book is a must for all new supervisors and a beneficial refresher for even the most experienced supervisor.

Who should attend?

Managers and supervisors who want to enhance their professional skills will find a valuable resource in this new guide.

Prerequisite

None

Course Outline

1. A Role Defined

- The Supervisory Challenge
- The Responsibilities of Supervisors
- Your Role as Supervisor
- Case Study : Who will Survive?
- What Success as a Supervisor Can Do For You
- Seven Tips for Great Supervisors

2. The Attitude and Image

- Taking a Positive Approach
- Measuring Your Morale
- A Positive Attitude Boosts Productivity
- Watch Your Career Soar
- Staying Positive Takes Effort
- Tending Your Personal Growth
- Growing Your Dream Team
- Establishing Authority
- Case Study 2: Which Strategy Should Henry Use?
- Present a Strong Image
- Downplay Your Role-Power
- Don't Sabotage Your Image
- What You Don't Say Speaks Loudly, Too
- Above All: Be Organized

3. Human Skills and Team Building

- The Best and Worst Supervisors
- Skills for Success: Technical, Interpersonal, and Conceptual
- Supervisory Skills Inventory
- Develop Your Human Skills
- Establish Good Relationships
- The Problem Employee
- Six Unforgivable Mistakes
- Leaders Build Winning Teams
- Teams Grow in Stages
- Case Study 3: Between a Rock and a Hard Place
- Keeping the Boss Happy

4. Getting the Work Done

- Delegating Is Good for Everybody
- Case Study 4: The Do-It-Yourself Supervisor
- What Delegating Can Do For You
- D-E-L-E-G-A-T-E for Better Performance
- Decide What to Delegate
- Develop Your Decision-Making Skills
- Knowing When to Hold and When to Fold
- Case Study 5: Pat Can't Decide
- Using a Formula for Decision-Making
- Freeing Yourself to Lead
- Decision Pyramid: Levels of Decision-Making
- Four Components of Decisions
- Set Daily Goals

5. Review

- Putting it Together
- Action Plan
- Author's Comments on Case Studies

To check the course schedule, location, pricing and to book online please visit
http://www.multimediacentre.co.za/courses/supervising_for_success.php

Our outlines are a guide to the content covered on a typical class. We may change or alter the course topics to meet the objectives of a particular class.