XCELERATE TRAINING INSTITUTE

your learning & development partner

LEADERSHIP AND MANAGEMENT

# Advanced Supervisory Management Skills Training Course

| DURATION | LANGUAGE | FORMAT |
|---|---|---|
| 5 days | English | Classroom / Online |

## Upcoming dates

| Dates | Venue | Format | Fee |
|---|---|---|---|
| 15 – 19 ???? 2027 | Live online | Online (live) | €1?200 |
| 26 – 30 ????? 2027 | Amman | Classroom | €5?500 |
| 27 ?????? – 1 ?????? 2027 | Live online | Online (live) | €1?200 |

### Register or ask a question

Online: x8ti.com/course/advanced-supervisory-management-skills-training-cour…

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# Advanced Supervisory Management Skills Training Course

## Introduction

Introduction

Supervisors are usually in contact with multiple elements of a business – the workforce, customer base, and upper management. Therefore, they need to be able to manage supervisory, social, and accountability skills. Supervisors and managers are responsible for making sure that tasks are performed correctly and at the right time, bearing in mind the overall goals of their respective company. However, over time, the techniques used to manage people and their levels of effectiveness have changed. Therefore, it is essential that companies continue to provide their supervisors with more up to date training in this aspect.

What are the core skills that will be targeted in this “Advanced Supervisory Management Skills Training Course”? Primarily, the topics that will be covered will include leadership skills, supervisory skills, performance management, communication skills, delegation, time management, and empowerment.

This Xcelerate Training Institute course will provide supervisors with knowledge in a range of essential skills that will help them to improve the overall effectiveness of their role.

Learning Objectives

- Demarcate between supervisory and the operational roles
- Understand and practice basic supervisory skills
- Explain how to set and monitor objectives for themselves and their teams
- Recognize what motivates them and describe ways to motivate others effectively
- Use different communication techniques with their teams
- Use an appropriate strategy for task-delegation
- Motivate and support their teams to achieve their targets
- Demonstrate effective questioning skills
- Identify their sources of power and influence

Training Methodology

- Lectures
- Seminars & Presentations
- Group Discussions
- Assignments
- Case Studies & Functional Exercises

Benefits For Your Organization

- Benefit from a supervisory workforce equipped with new skills and knowledge to help the organization to achieve its goals and objectives through effective leadership and management of teams
- Motivate your supervisors and increase their confidence to progress to the next level

- Enable your supervisors to avoid the common pitfalls at the more senior level through a greater understanding of corporate culture and organizational politics
- Equip your supervisors to make a significant contribution to steering the organization in the desired direction and navigate their teams through complex obstacles
- Teach them how to form a clear and strategic succession plan
- Develop the skill of thinking and behaving like leaders

Benefits For You

- Understand your own and others' preferred team roles
- Learn how to motivate your teams
- Enhance existing skills and gain new ones
- Build relationships with other supervisors and learn from their practical experiences
- Gain new insights into your team's preferences to increase motivation and productivity
- Be able to persuade decisions in the organization by learning ethical influencing skills

Target Audience

- Senior team leaders
- Senior project supervisors
- Supervisors looking to grow into a more senior supervisory role
- Supervisors who want to put their relevant skills and techniques to practice
- Senior supervisors who want to refresh their knowledge
- Experienced supervisors who want to develop into roles with managerial responsibility

Course Outline

WHO IS A SUPERVISOR?

- Should you be a supervisor?
- Making the transition
- The difference between doing and supervising
- Highs and lows of the supervisory role
- Key skills of an effective supervisor
- Developing the skills
- Different ways to supervise others
- Supervisory styles
- Common mistakes you don't want to make

THE IMPORTANCE OF THE SUPERVISORY ROLE IN THE ORGANISATION

- Supervisory role: importance in organizational success
- Managing or leading as a supervisor
- The power bases of the supervisor
- Supervisory characteristics, competencies, and behaviors
- Inspiring change and creating an innovation mindset
- Endorsing continuous improvement

- Personal accountability, reliability, integrity, and honesty

PROBLEM SOLVING, DECISION MAKING AND TIME MANAGEMENT

- Defining problems
- Assessing risks and analyzing problems
- Problem-solving models and techniques
- Decision-making processes
- Time problems
- Prioritizing time
- Allocating resources

MANAGING YOUR OWN PERFORMANCE

- What motivates me?
- What motivates others?
- What does motivation do?
- Motivation creates energy
- The 3 major steps of motivation

MOTIVATION IN THE WORKPLACE

- Herzberg's Motivational Theory
- Tailoring motivation ideas to individual team members
- How to manage conflict?
- Working with different types of personalities
- What to do when a problem arises?
- Listening and questioning skills

MANAGING TEAM PERFORMANCE

- Characteristics of performance management
- Business plan
- Assessing your current situation
- You and the business plan
- Getting productivity through people
- The importance of strategic goal setting

ESSENTIALS FOR SUCCESS

- Develop the 5 essentials for success
- Getting and managing results
- How to develop proactive management?
- Benefits and barriers to delegation
- How, when, and to whom to delegate?
- Getting it done right

EFFECTIVE COMMUNICATION

- What is communication?

- Three major levels of communication
- The significance of non-verbal communication
- Factors that affect your communication
- Communication chart
- Effective ways to communicate
- Brain communication impact
- Communication cycle
- Verbal communication
- Barriers to communication
- Team communications
- Delivering clear, concise messages

EFFECTIVE PRESENTATIONS & DECISION MAKING

- How to make an effective presentation?
- 9 principles of effective communication
- Positive visual imaging
- How to be a good decision maker
- Improving your ability to make decisions
- Planning a team meeting
- Running a team meeting
- Choosing the right words
- Communicating in writing

POWER & INFLUENCE

- What is personal empowerment?
- Sources of personal power
- Developing your mind and attitude
- Practicing appreciation and character influence
- Mind – think – power
- Know the impact of teleological thinking
- The replacement principle
- Building your power
- Using your power
- Building trust and believability: walking your talk
- 10 essential qualities of a top supervisor
- Planning for your future – developing yourself
- How to stay motivated?

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# Registration Form

## Advanced Supervisory Management Skills Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

### Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

### Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

### Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

### Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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