

Management and Supervision



AIMS

To understand ways to manage and provide supervision to teams effectively

DURATION

Half Day Course (3 Hours)

LEARNING OUTCOMES

By the end of this course you will:

- Recognise the responsibilities of managers
- Understand ways to motivate and support teams
- Be aware of relevant legislation that may impact leadership
- Know how to give effective appraisals and supervision
- Be aware of ways to work effectively as a team
- Understand how to communicate effectively
- Recognise key skills for listening to team members

LESSONS AND TOPICS

Roles and Responsibilities of Managers

- The Role of a Manager
- Responsibilities
- Skills Required to be a Manager
- Supporting Your Teams
- Motivating Your Teams
- Get to Know Your Team
- Ensure Your Team Are Competent
- Accountability

Legislation

- Health and Safety
- Data Protection
- Equality Act

Supervisions and Appraisals

- What is a Supervision?
- Why is a Supervision Important?
- The Benefits of Effective Supervisions
- Formal Supervisions
- The Functions of a Supervision
- Who Can Provide Supervisions?
- The Appraisal Process
- Benefits of Appraisals
- Upwards Appraisals

Team Effectiveness

- Seven Tips for Successful Teamwork
- Having a Shared Understanding of Goals and Tasks

Communicating Effectively

- Reasonable Expectations
- Delegate Responsibilities
- Reward Accomplishments
- Confront Conflict
- Find Solutions to Problems
- Resilience

Willingness to Listen

- Listening
- Signs of Active Listening
- Strategies for Sharing Constructive Feedback
- Accepting Negative Feedback