

## Modular 6 Day Programme

**This programme is aimed at new or existing supervisors, team leaders and first line managers.**

Junior managers now work in a very complex environment, often with high work loads – personal organization and a high level of competence are key to delivering high performance in businesses today.

This programme has been developed to give participants a full set of competencies, enabling them to manage effectively with confidence.

Each module combines theory with a high level of practical content, so that participants know how to apply their new skills with confidence when back in the work place.

### Programme Content

#### Module 1

- Communication principles
- Personal organisation
- Presentation skills
- Report writing
- Effective meeting skills

#### Module 2

- Objective setting
- Giving and receiving feedback
- Performance management

#### Module 3

- Managing appraisals
- Performance coaching
- Team development
- Employment law

#### Module 4

- Understanding customers
- Delivering first class customer care
- Dealing with customer complaints

### Additional Benefits

Participants attending this programme will receive:

- A full colour reference manual
- A supervisory skills checklist and toolkit pack



### Business Benefits

**By the end of the programme participants will be able to:**

- Use a variety of supervisory skills to manage their team
- Apply the principles of effective communication to line management
- Use active listening and dynamic questioning techniques
- Plan and organise weekly activities and schedules
- Deliver presentations with impact
- Create succinct business reports
- Run efficient meetings
- Manage the performance of their team members
- Coach using a performance coaching model
- Operate in line with employment law requirements

### Testimonials

*“As a result of the workshop, I now have a set of tools that enable me to carry out my job efficiently and with confidence”*

*“Chunk sized sessions are easy to understand and build on my existing knowledge”*