

Supervisory Skills Development

Two Day Highly Interactive Workshop



Workshop Overview

First line managers, supervisors and team leaders remain a core component in the leadership chain. They have the greatest impact over the largest number of people and are fundamental to strategy execution. It is at this level of leadership that the 'rubber hits the road'.

This interactive course is for the existing supervisor or those about to take on a supervisory role. It explores the mindset change that is required to supervise a team, and how a supervisor's responsibilities differ from those of the front-line worker. Traits of successful supervisors are examined, along with skills such as managing, not micro-managing; problem-solving; organizing the workload successfully; holding team members accountable, even if they are former peers; communicating clearly; and giving effective feedback. These skills are practiced in the course so you leave with the confidence to step into the role of an effective supervisor.

This course will help the supervisor to enhance their (a) Communication Skills (b) Assertiveness Skills (c) Goal Setting (d) Time Management (e) Conflict Handling & Negotiation (f) People Skills (g) Managing Stress (h) Leadership Skills (i) Team Building (j) Motivating BCA's (k) Work place Management (l) Fair Evaluation / Assessment (m) Compliance (n) Grievance handling and etc.

Workshop Outline:

1. Acquiring the Supervisor's Mindset and Image

- ▶ What your boss, employees, peers and senior management expect from you in your supervisory role
- ▶ Realize the 4 personality types and how to work with each
- ▶ Use the Leadership Style Analysis to understand your supervision style
- ▶ Supervisory intervention, coaching and counselling
- ▶ 7 classic principles of influence
- ▶ Mistakes that new supervisors usually make and how to avoid them
- ▶ Four basic management functions: planning, organizing, communicating, monitoring
- ▶ How to Manage Diverse Workforce
- ▶ Changing for Future

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2. Communication Techniques

- ▶ Your Communication Skills are Essential to Your Management Success
- ▶ Understanding self and others as communicator
- ▶ Pull - Push - Barriers - Assertiveness - Nonverbal Communication Strategies
- ▶ Keep the lines of communication open even when you aren't a verbal or talkative person
- ▶ The Secret to Giving Crystal Clear Directions That are Understood the First Time
- ▶ Active Listening Techniques that Ensure You'll Hear What's Really Being Said
- ▶ 5 Steps of Listening
- ▶ Understanding the 4 Stages of being Assertive
- ▶ Pointers for Speaking More Powerfully and Confidently in Meetings
- ▶ The emotional requirements of being a supervisor

3. Grievance handling – Basic Understanding

- ▶ Effective Leadership Skills in grievance handling.
- ▶ Grievance handling as a process
- ▶ Communication – an essential ingredients in grievance handling - Effective listening skills
- ▶ Common causes of grievances - Forms of grievances - Key stages to grievance handling
- ▶ Decision making and decision making process in grievance handling
- ▶ Understanding key policies, industrial Relations and company rules and procedures.

4. Convincing Skills: Conflict Management & Negotiation

- ▶ Deal With Conflict Emerging From Difficult Employees
- ▶ Tactics To Deal Tough Employees Throwing Attitude and/or Subject Matter – Competency
- ▶ Learn To Negotiate With Under & Over Achievers
- ▶ Intra Personal – Inter Personal – Intra Group – Inter Group (Department) – Intra Organizational – Inter Organizational
- ▶ Deal With Conflict (My Way – No Way – Your Way – Half Way – Our Way)
- ▶ Collaboration Vs Confrontation – Addressing Team Conflict
- ▶ Deal With Conflict Quickly & Effectively – Best Practices From Rest Of The World!

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5. Building a Highly Motivated, High-Performance Team

- ▶ Recognizing the Crucial Role you Play in Driving Your Team's Effectiveness
- ▶ Keys to Making Every Team Member Feel Valued and Important
- ▶ Building Relationships that Enhance Cooperation Among Team Members
- ▶ How to Ignite Enthusiasm and Gain Buy-in for Accomplishing Goals
- ▶ Understanding the Basic Things That Motivate Today's Workers
- ▶ Creative Ideas for Keeping Your Team Motivated
- ▶ RACI (Responsibility – Accountability – Consulting – Information) Charting
- ▶ Team Building Best Practices & Lessons Learnt – Forming – Storming – Norming – Performing Techniques
- ▶ How to give constructive criticism without deflating morale
- ▶ Proven Morale-Boosters for Employees Nearing Burn-Out

6. Problem Solving

- ▶ Solve Shop Floor Problems – Achieve Operations Excellence By Promoting Output Efficiency & Productivity – Plan For Outcomes & Effectiveness
- ▶ Promote Kaizen – Continuous Improvement In The Shop Floor
- ▶ Deploy Problem Solving Techniques – Pareto Charts – Fish Bone Diagrams – Brain Mapping –
- ▶ Effective Sense Making & Brainstorming Techniques – Thinking Inside The Box By Managing Knowledge – Thinking Outside The Box For Creative & Innovative Ideas – Thinking In New Boxes By Practicing Parallel & Lateral Thinking Techniques

7. Diversity in Workplace, Compliance & Decorum/Etiquette

- ▶ Diversity in the workplace and its many dimensions - Identify barriers to valuing diversity
- ▶ Recognize diversity issues and their impact on Staff - strategies for valuing diversity in the workplace
- ▶ Compliance - Preventing Workplace Violence - Workplace Ethics - Avoiding Liability
- ▶ Introducing people to others - formal names instead of first names - When and how to thank others - Dressing - Social interaction - Art of Shaking hands or greet others - Navigating a formal table setting - Dining - Handling meetings - Managing work space - Appropriate interaction with co-workers

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8. Coaching, Development & Evaluation – Blue Collars ‘motivation & feedback tactics

- ▶ Identifying Individual Strengths – Focus On Plus Points – Explore & Evolve!
- ▶ Leveraging Strengths For Shop Floor Efficiency & Effectiveness
- ▶ Set The Agenda – Communicate Individual Deliverables & Their Importance In Realizing The Team Goals / Objectives
- ▶ Bringing coaching into work relationships - Active listening, Powerful questioning & Asking permission
- ▶ Drive For Results – Emphasis on Outputs – Promote Outcome Awareness
- ▶ Creating a Motivational Climate & Encouraging Growth and Development
- ▶ Assessment / Evaluation of BCA (Basic Assessment Model) -Gather and record information - Carry out performance management – **KEY FACTORS for Assessment:** Learn new duties quickly and solve day-to-day problems effectively - Understand verbal and written instructions - Communicate with co-workers, superiors - Perform basic calculations - Productive work behaviours - absenteeism, Integrity - Safe work behaviours & etc.

Methodology

- Real-World Experience Simulation between Facilitator & Participants
- Participants will be led in a Directed Learning Mode, not Just with Facilitator’s one-sided Lectures
- Combination of Presentations and Examples from Facilitator and Interactive / Hands-On Participants’ Exercises with Individual / Group Report-Outs
- Experiential workshop environment where participants will be educated to make adjustments based on their results from Role-Plays

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Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
- Clients will have to arrange LCD, Speakers, Mike on their own.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
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