

Supervision & Line Management

Summary

The Supervision and Line Management course is for supervisors and line managers who are theoretically contracted to oversee individuals. 1 day course.

Objectives

- Acquire new knowledge
- Acquire new tools, models and processes
- Build confidence
- Clarify and refresh
- Raise self-awareness and review personal strengths and areas for development
- Share insights, issues and knowledge

Content

- Defining the Role of Supervisors
- Responsibilities of Supervisors
- The 'Contract' between Supervisor and Supervisee
- The Relationship between Supervisor and Supervisee
- Balancing Care and Control
- Formal, Planned, Informal, Unplanned interventions
- Personal Development
- Setting Objectives
- Giving Feedback
- Appraising (if required)
- Motivating
- Communicating
- Mediating
- Dealing with Tricky People and Situations
- Personal Objectives, Questions and current Challenges

What next?

We recommend the following to further deepen the learning and maintain momentum post-course:

- A half day follow-up session - an opportunity to reunite; reflect; review progress; share best practices and explore remaining challenges
- Other courses such as Foundations of Management, Train the Trainer, Facilitation Skills, Project Management, Time Management, Appraisal Training

"I was on your Supervisory Skills course this week...

I just wanted to say that I really enjoyed the course and the reason for this was in the way you delivered it. Even within a day after the course, I have noticed a big difference in myself. I was totally inspired by you and think you are right in that I am able to turn my difficult situation around to a positive result."

Anon