

Supervision and People Management

Course Overview

Managing and supervising people effectively is all part of becoming a great leader. Our supervision and people management training has been developed to assist businesses to improve their 'bench strength' of leaders, by helping individuals realise the requirements of their role and giving them insight into the necessary leadership competencies. The program works across three targeted areas and culminates in building a personal development plan to put it all into action.

Program Format

This is 1-day program that can be delivered face-to-face or virtually.

Course Objectives

At the end of this course, the participants should be able to:

- Identify your current leadership strengths and development opportunities.
- Explain the critical role of emotional intelligence in leadership.
- Develop effective relationships with direct reports, peers, and managers.
- Set targets, plans, and goals for direct reports.
- Prepare for and carry out difficult conversations with confidence.
- Determine the different requirements and motivators of individual team members.
- Develop an action plan to build your leadership skills.

Course Outline

Feedback And Tough Conversations

How constructive feedback and coaching go hand in hand to enhance the drive for improvement.

Conflict Management

Experiencing conflict is not pleasant but it can produce positive results, depending on how you deal with it. There is such a thing as positive conflict.

Leadership Styles

Leadership style is not a function of your personality. It should be a strategic choice based on what suits a particular situation. Look at the six key leadership styles you will need to use and when they are most effective.

Developing Relationships

Understand how to develop trusting and trustworthy behaviours to build team effectiveness.

Building Your Own Personal Development Plan

Take responsibility for your own development and improve the triad of knowledge, skills and attitude on your way to becoming a great leader.

Emotional Intelligence Framework

There is a difference between emotional intelligence (also called EI or emotional quotient) and intelligence quotient (IQ). It's important to understand how emotional intelligence leads to better working relationships and increased productivity.

Communication

The way you communicate makes all the difference in terms of the results you achieve. Learn how to adapt your personal communication style to suit others and improve overall communication.

Leadership Power

Understanding the seven distinct bases of power and determine the best way to utilise these in different situations.

The Generational Mix

In general, different generations have different needs. Learn how to work with those from different generations.

Myths Of Management

Examine the long held myths of management and look at what modern leadership practices are really about.

