



*Training Course:  
Mastering Supervisory Skills*

*9 - 13 December 2024  
Milan (Italy)*

## Training Course: Mastering Supervisory Skills

Training Course code: PS1083 From: 9 - 13 December 2024 Venue: Milan (Italy) - Training Course Fees: 5250 € Euro

### Introduction

Mastering Supervisory Skills is an exciting and interactive program designed to help experienced and second-level supervisors take stock of their roles and to develop the skills and approach they need to perform effectively in the modern organization.

### Course Objectives of Mastering Supervisory Skills

- Extend their understanding of the supervisor's role and the processes of managing up, down and across the organization
- Develop a strategy for enhancing the effectiveness of their teams
- Develop a strategy to support and develop the performance of each member of their staff
- Review their personal working practices and managerial style

### Course Methodology of Mastering Supervisory Skills

Mastering Supervisory Skills offers a program that is highly interactive and gives everybody an opportunity to exchange views and learn from each other's experiences. The program also includes a range of case studies, management games and simulations, discussion exercises, self-assessment instruments, and video training films.

### Course Summary of Mastering Supervisory Skills

Mastering Supervisory Skills covers a wide range of topics relating to the supervisor's role. The program recognizes that supervisors not only have to manage their teams but also have to operate in a wider organizational context getting things done through, with, and for other teams and departments. Insights developed during the course will be particularly useful for second-line supervisors who themselves may have to manage the development of newly appointed supervisors.

### Course Outlines of Mastering Supervisory Skills

#### DAY 1 - Programme introduction/The Supervisor's Role and Competences

- Program introduction and objectives
- Action planning
- Roles and responsibilities of the supervisor
- The competency concept - measuring actual behaviors against the model
- Understanding organizational culture and
- Developing a network of relationships and influence

#### DAY 2 - Delegation and Management Style/Team-Working and Leadership

- Delegation skills and empowerment
- Management style - "situational" & "differential" leadership models

- Group dynamics and team formation
- Conflict and conformity in group situations
- Problem-solving and decision making
- Managing team meetings

#### DAY 3 - Communication Skills/Managing Performance & Relationships

- Improving communications and relationships
- Dimensions of staff performance
- Practical motivation
- Appraisal - case studies in performance management
- Coaching and developing staff - the skills of on-job training

#### DAY 4 - Managing Performance & Relationships /Personal Effectiveness &Time Management

- Assertiveness
- People problems and problem people
- Constructive criticism - giving and receiving
- Discipline
- Fundamental principles for time management
- Managing time with other people in mind
- Planning and priority setting
- Interruptions and accessibility
- Understanding stress and managing stressed staff

#### DAY 5 - Managing change and continuous improvement/action planning

- Concept of continuous improvement
- Improving systems and processes - engaging and enthusing the team
- Creative thinking techniques
- Implementing change
- Influencing skills - making an case and managing the [politics]
- Action planning and program review

## Registration form on the Training Course: Mastering Supervisory Skills

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€ Euro

Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
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Giza, Giza Governorate,  
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