

Supervisory/Management Skills Training

Suitable for

Those new to managing people or as a refresher for existing managers.

Content

- The role of the manager/supervisor
 - Tasks and responsibilities
- Communication skills
 - Briefing staff and giving instructions
 - Receiving feedback (active listening)
 - Overcoming communication barriers
- Delegation and Team Roles
 - When and how to delegate
 - Tips for improving confidence in delegation
- Planning and Time Management
 - Understanding how your (and your staff's) time should be spent
 - Recognising yours and others weaknesses
 - Prioritising tasks
 - Reviewing and fine tuning
- Developing your own action plan for improvement

Certificate

A Batalas attendance certificate for all delegates who complete the course.

Format of course

Tutor led sessions interspersed with individual and team based exercises.

Duration

1 day

What to do next

For dates, venues and costs please go to our website: www.batalas.co.uk or contact an advisor on 0870 750 4400.

Associated courses

- Maximising Team Performance
- Managing Change
- Leadership
- Creative Thinking and Problem Solving
- Time Management and Personal Effectiveness
- Effective Communication
- Delegation Skills
- Presentation Skills