

# MANAGERIAL SKILLS FOR SUPERVISORS

## MAL002

### COURSE DESCRIPTION

Being a supervisor is much more complicated than most people expect. This 5-day course provides supervisors a foundation for ongoing personal and professional development. Participants will demonstrate an understanding of the challenges that exist in managing people and process and will exhibit a heightened awareness of values and personal style and their impact on critical situation analysis and resolution.

### COURSE GOAL

To enhance the participant's Knowledge, Abilities and Skills necessary to undertake the responsibility and become proficient in planning, organizing, communicating and monitoring.

### COURSE OBJECTIVES

By the end of this course, participant will be able to:

- Understand how to succeed in a rapidly changing environment.
- How to plan, organize, communicate and monitor.
- Apply the appropriate supervisory style to individuals and situations.
- Understand his legal responsibilities.
- Give constructive criticism and apply various motivational techniques.
- Deal with problem employees.
- Use delegation for employee development, time management and motivation.
- Create an action plan.

### WHO SHOULD ATTEND

Supervisors with at least two years of supervisory experience.

### COURSE DURATION

5 Working Days

## **COURSE OUTLINES**

- Supervisor's role and expectations.
- Planning, organizing, communicating, monitoring functions.
- The supervisory styles: When and how to use each one.
- Effective communication.
- E-mail and important aspects of nonverbal communication.
- Give and receive criticism constructively.
- Performance maximization.

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