

## **Supervisory Skills for First Time Supervisors**

*How to make a successful transition from team member to team supervisor*

### **Course benefits:**

Moving from being one of the team to the first rung of the management ladder is exciting, but often daunting. To ensure that supervisors are successful in this new role it is essential that they have the correct skills and knowledge in order to avoid disastrous consequences.

Whilst leadership requires new interpersonal skills, supervision requires an understanding of the processes and rules of management.

This course will explain the supervisor's role in the management of the organisation and give you the necessary processes and skills to make it work.

### **Who should attend:**

This course is aimed at those who are newly-appointed to the role of supervisor or those likely to be appointed within the next twelve months and who need to perform successfully the basic management processes.

### **What you will learn:**

On successful completion of the course, attendees will be able to:

- Describe the role of the supervisor and distinguish this from leadership and management
- Use appropriate processes to achieve success
- Assert your position and build credibility in the role
- Produce measurable results through others
- Enforce company rules and regulations
- Resolve conflict

### **What you will cover:**

- Role of the supervisor – what supervision is; how this differs from leadership and management
- Processes – setting meaningful objectives; SMART; achieving measurable results; staff appraisals; recruitment/selection
- Taking up your role – important do's and don'ts; remembering you are part of management; where to refer for assistance
- Results through others – regular measurement of key achievements; measures; timeliness; corrective actions
- Rules and regulations – understanding key company policies; terms and conditions of employment; the need to understand the contents of the staff handbook; treating people in an equitable manner; supervisor's role in discipline and grievance procedures and the importance of keeping records
- Resolving conflict – reasons for conflict; confronting early; listening to both sides; being fair and timely; ensuring agreement of outcome or corrective action; keeping records

### **How you will learn:**

The course is taught using a mixture of discussion and practical exercises and a training video.

**Duration and availability:** One day. In-house only.

Emerge Training and Consultancy. Web site: <http://www.emergetraining.co.uk>  
Tel: 01243 822379

In association with Stehle Associates. Web site <http://www.stehle.co.uk>  
Tel: 0207 917 9943