

# Supervisors Management Skills

This programme is intended for people who are heading up a work unit or people who supervises other employees in the workplace. The workshop focuses on all basic aspects of supervision, with specific emphasis on translating managerial directives to team performance. This programme should provide delegates with the tools and techniques to supervise their teams effectively and in doing so contribute towards organisations vision and strategy.



**COURSE DURATION: 3 DAYS**



# About the course

SETQAA Accreditation  
Services SETA - Decision Number 2072  
NQF Level: 4  
Credits: 12

## Target Audience

The target audience would typically consist of supervisors, team leaders, junior managers or any person interested in knowledge and skills in the area of supervisory skills.

## Training Methodology

The methodology is based on interactive learning ie: learners will learn by doing. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

## Course Outline

This 3 day course will cover the following modules:

Module 1: Introduction to management and supervision:

- Defining the concepts of management, leadership and supervision
- The six poisons of management
- The five cornerstones of effective supervision

Module 2: Effective planning, problem-solving and decision-making:

- Understanding the basic processes of planning, problem-solving and decision-making
- Autocratic vs. democratic management processes
- Getting results through effective process development

Module 3: Effective communication and conflict resolution:

- Assertive conflict management
- Managing difficult people
- Effective communication skills

Module 4: Team management and leadership:

- Creating team direction and purpose
- Managing the team's time effectively
- Team leadership skills

Module 5: Planning, organising and allocation of work:

- Using the Balanced Score Card to define objectives
- Creating action programmes
- Measuring planned results
- Allocating work based on action programmes

Module 6: Measuring and managing performance:

- Defining roles and establishing competencies
- Defining KPA's
- Defining KPI's
- Creating minimum standards of performance
- Defining controls and monitors for performance

Module 7: Managing employee discipline:

- Understanding the concept
- The different forms of discipline
- Designing a process for discipline within your work team
- Factors that should be taken into consideration when disciplining an employee

Module 8: Achieving unit objectives within the boundaries of time, task and authority:

- Circle of influence vs circle of concern
- The art of focus
- The relationship between task, time and authority

Module 9: Motivating your team:

- Understanding the concept
- Motivational theories
- Working with motivational problems
- Staying motivated in a constantly changing environment

## Bookings and Enquiries

Kenya: +254 20 444 2900  
South Africa: +27 11 575 4320  
UAE: +971 4 426 7303

Email: [training@quintica.com](mailto:training@quintica.com)