

# Supervision and Support: The Next Level

Maximum Participants: 16

Duration: Two Days

Timings: 09:30 – 16:30



## Suitable for

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For managers and team leaders who already have some experience and/or have already attended training in supervision and support and who wish to take their skills to a higher level.

## Aim

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To encourage managers who already supervise staff to assess and improve their supervision skills. You will review your management style and feedback skills, enabling you to take supervision to a higher level.

## Learning Outcomes

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By the end of the course, you will be able to:

- Review effective support and supervision practices
- Assess your strengths as a supervisor and identify areas for development
- Explain the role of delegation, empowerment, learning and development in releasing the potential of staff and how you can support this
- Assess your communication, management and leadership styles and their impact on others
- Adapt your communication and management styles to get the best from your staff
- Outline key management models and theories (including emotional intelligence, the drama triangle, Belbin team roles and transactional analysis) and their relevance within the workplace
- Identify current supervision challenges you face and strategies to deal with them
- Explain the importance of performance management and strategies for dealing with poor performance
- Use active listening, effective questioning and feedback skills

You will also leave the course with:

- A sense of achievement
- A toolkit of techniques and practical ideas for releasing your potential
- A Personal Action Plan to take your learning further

## Training Style

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All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (\*email required)

## Other Courses to consider (Visit my website for details of these and other courses)

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- ➔ Coaching Skills for Managers
- ➔ Effective Recruitment and Selection
- ➔ Internal Communication – Don't hear it on the Grapevine
- ➔ Leadership Skills to Empower and Inspire (2 Days)
- ➔ Managing Change
- ➔ Managing Grievances and Discipline in the Workplace
- ➔ Managing Projects (2 Days)
- ➔ Motivating Staff for Peak Performance
- ➔ Teambuilding – Getting Everyone to Pull in the Same Direction

## Mike Phillips Training

Releasing potential through learning and development



*"I enjoyed the training – learnt a lot of things which I can put into practice..."*

*"I felt very comfortable and at ease with Mike as a trainer – he had a very calming approach."*

**Course Participant**  
Preston Domestic Violence Service

*"Extremely useful day."*

*99% was totally practical to my role and has given me lots of food for thought."*

**Course Participant**  
Step By Step



### website

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