

Supervision and Support

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



Suitable for

Those who want to ensure good practice in their support and supervision/one-to-one sessions with staff.

This day is particularly helpful to those who are new to supervision and support.

Aim

To provide a good practice framework for conducting supervision and one-to-one meetings with staff. You will clarify your role as supervisor, ensuring supervision sessions bring out the best in your people.

Learning Outcomes

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

- Compare and contrast leadership and management; support and supervision
- List the roles and responsibilities of line-managers/supervisors
- Make your supervision sessions SUPER
- Set boundaries, supervision agendas and performance goals
- Describe the benefits of appraisal and list the qualities of an effective appraisal meeting
- Recognise and manage poor performance
- Practice 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

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)

- ⇒ Assertiveness in the Workplace (2 Days)
- ⇒ Coaching Skills for Manager
- ⇒ Decision-Making and Problem-Solving – Tools and Techniques
- ⇒ Effective Recruitment and Selection
- ⇒ Improving Your Time Management
- ⇒ 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)
- ⇒ Managing Staff Absence
- ⇒ Mentoring Skills
- ⇒ Motivating Staff for Peak Performance
- ⇒ Support and Supervision – the Next Level (2 Days)
- ⇒ Teambuilding – Getting Everyone to Pull in the Same Direction

Mike Phillips Training

Releasing potential through learning and development



"Found the day really useful and I'm now more confident about doing my new role."

Course Participant

Gingerbread

"A well organised day. I will recommend to people new to supervision and definite reminder to those who already have some experience."

Course Participant

Medical Foundation for the Care of Victims of Torture

"Really terrific. Lots of good tips and structures for effective supervision."

Course Participant

Milton Keynes Theatre and Gallery Company



website

www.mikephillipstraining.co.uk

email

mike@mikephillipstraining.co.uk

phone

07949 826881