



Course Outline

Support and Supervision II:

Taking Your Supervision to the Next Level

Minimum and Maximum Learners: 06-16 Duration: Two Days Timings: 10:00 – 16:30

Suitable for

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

To provide a good practice framework for leading supervision and one-to-one sessions with staff. You will clarify your role as supervisor, ensuring supervision sessions bring out the best in your people. You will gain a basic overview of supervision, motivation theories and performance management

Learning Outcomes

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

- ✔ **Review** effective support and supervision practices.
- ✔ **Evaluate** your strengths as a supervisor and identify areas for development.
- ✔ **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.
- ✔ **Explain** the role of delegation, empowerment, learning and development in releasing the potential of staff and how you can support this.
- ✔ **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.
- ✔ **Demonstrate** active listening, effective questioning and feedback skills.

Benefits of Attending

- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

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

- ➔ Advanced Communication: Using the Principles of Neuro Linguistic Programming - NLP Techniques (2 Days)
- ➔ Appraisal and Performance Management Skills for Managers
- ➔ Assertiveness II: Assertiveness and Me in Action (2 Days)
- ➔ Coaching Skills for Managers
- ➔ Dealing with Difficult Behaviour and Situations in the Workplace
- ➔ EDI: Managing and Leading Equality, Diversity and Inclusion in the Workplace
- ➔ Internal Communication – Don't hear it on the Grapevine
- ➔ Leadership Skills to Empower and Inspire (3 Days)
- ➔ Managing Absence and Presenteeism in the Workplace
- ➔ Managing Change
- ➔ Managing Workplace Bullying
- ➔ Resolving Differences and Conflict
- ➔ Teambuilding – Getting Everyone to Pull in the Same Direction
- ➔ Time Management II: In-depth Tools and Skills for Effectiveness and Efficiency (2 Days)
- ➔ Turning Your Organisation's Vision, Mission and Values into Day-to-Day Practice with your Staff and Volunteer Behaviours

