

Supervisory Skills

2-Day Course



Supervisory Skills (2-Day Course)

This course consists of the following subjects:

Quality and People

- Monitoring the operation
- Improving quality
- Efficient use of resources
- Information and communication
- Keeping records and quality control
- Planning
- Assessing
- Using information
- Keeping records
- Questioning
- Interviewing skills
- Maintaining confidentiality
- Legislation – employment, equal opportunities, hygiene, health and safety

Monitoring

- Planning and organizing
- Making recommendations
- Finance
- People
- Customers and suppliers

Development

- Training and developing staff
- Planning for training
- Working as a team/team building
- Instructing staff
- Communication
- Setting objectives
- Reviewing
- Improvements

Organising

- Change
- Suggesting improvements
- Building teams
- Problem solving
- Reviewing performance against objectives
- Supplying information
- Communication

Working Relationships

- Relating to staff
- Improving relationships
- Discussing problems/giving advice
- Handling conflict and disagreements
- Solving problems
- Disciplinary procedures
- Keeping records

Presentations

- Presentation skills
- Using Microsoft PowerPoint