

## SUPERVISING OTHERS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

This Supervision Training Program is designed to help supervisors develop the skills to become more confident, efficient and effective in supervising others to achieve targeted levels of productivity and promote teamwork with a common goal.

After attending this course, you will have learned through exercises, practical examples, case studies, and clear guidelines: how to set clear expectations for team members, effective ways of assigning work (dictatorial, collaborative, etc.), extent of supervision and other factors in effective delegation, the 80/20 rule in managing your time, conflict resolution strategies and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

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## SUPERVISING OTHERS TRAINING COURSE OUTLINE

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### FOREWORD

This Supervision Training Program will help supervisors become more efficient and proficient at delegating, managing time, setting goals and expectations, providing feedback, resolving conflict and administering discipline.

All too often great team members are promoted to a supervisory role without consideration that supervising is a completely different skill set to that which made them stand out as part of the team.

**Supervision Training Course** helps people handling supervisory roles to improve their skills, confidence and management abilities. This training will benefit new supervisors and anyone who wants to improve their skills in supervising others ensuring productivity and team cohesion.

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### OUTCOMES

**By the end of this course, participants will:**

- ▶ Learn how to set clear expectations for team members
  - ▶ Set S.M.A.R.T. goals for team members that motivate & inspire dedication
  - ▶ Learn effective ways of assigning work that's modified according to each employee & situation
  - ▶ Master techniques to delegate effectively & confidently
  - ▶ Develop approaches to conducting formal feedback sessions
  - ▶ Learn how to provide informal, constructive feedback
  - ▶ Develop priorities & time management strategies as a team leader
  - ▶ Establish conflict resolution strategies
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### MODULES

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#### Lesson 1: You as the Supervisor

- ▶ Competencies of a Winning Supervisor
- ▶ What to Do If You've Been Promoted from within the Team
- ▶ Reflection

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#### Lesson 2: Communicating to your Team

- ▶ LDP Review – Communication Evolution Tool
- ▶ Adjusting your style for a better approach
- ▶ Reflection

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#### Lesson 3: Set the Expectations

- ▶ Vision
- ▶ How Does Your Team Fit into the Bigger Picture
- ▶ Define the Requirements
- ▶ Set the Expectations with SMART'ER Goals
- ▶ The SMART'ER Way
- ▶ Reflection

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#### Lesson 4: Successful Delegation

- ▶ 10 Rules for Successful Delegation
- ▶ Degrees of Delegation
- ▶ Troubleshooting Delegation
- ▶ Reflection

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### Lesson 5: Art of Feedback

- ▶ Types of Feedback
- ▶ 3 Stages to Receiving Feedback
- ▶ 5 Top Tips to prepare yourself to provide feedback
- ▶ Feedback Delivery Tools
- ▶ Difficult Feedback
- ▶ Seeking Feedback

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### Lesson 6: Managing your Time

- ▶ The 80/20 Rule
- ▶ Prioritising with the Urgent-Important Matrix
- ▶ Block Out times around your Energy Cycle

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### Lesson 7: Managing Conflict

- ▶ Tuckman and Jensen four phase model
- ▶ Team Development Stages
- ▶ Using a Conflict Resolution Process
- ▶ Alternate techniques
- ▶ Maintaining Fairness
- ▶ Seeking Help from Within the Team
- ▶ Seeking Help from Outside the Team

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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- ▶ [View this course online](#)
  - ▶ [In-house Training Instant Quote](#)