



Supervising Others

"Good management consists in showing average people how to do the work of superior people." John D. Rockefeller



Overview

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. This course will help learners become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Who this course is for

This course is intended for managers, supervisors and team leaders to meet the challenges of their latest managerial role within the workplace and manage their team's motivation to ensure high morale and high quality performance.

This course will show learners the way to get the best out of a confident, motivated set of teams to attain goals.

Course outline

- Topic 1: Setting Expectations
- Topic 2: Setting Goals
- Topic 3: Assigning Work
- Topic 4: Degrees of Delegation
- Topic 5: Implementing Delegation
- Topic 6: Providing Feedback
- Topic 7: Managing Your Time
- Topic 8: Resolving Conflict
- Topic 9: Tips for Special Situations
- Topic 10: A Survival Guide for the New Supervisor

By the end of this course, learners should be able to:

- Define requirements for particular tasks
- Set expectations for their staff
- Set SMART goals for themselves
- Help their staff set SMART goals
- Assign work and delegate appropriately
- Provide effective and appropriate feedback to their staff
- Manage their time more efficiently
 - Help their team resolve conflicts
 - Understand how to manage effectively in particular situations
 - Understand what a new supervisor needs to do to get started on the right path



✓ Course Level	Short Course
✓ Course Hours	8 hours
✓ Course Standard Price	£85

Applies towards the following certificate(s) and award(s)

- Managerial Skills for Sales and Marketing Professional Diploma
- Professional Certificate in Middle Management