



Supervisory Skills Training

**Suitable for:
Supervisors, Team Leaders, First Line Managers**

Course duration: 4 days

Unit Standard Alignment: 10981

NQF level: 4

Course objective:

Taking on the challenges of switching from a “hands on the work” employee, to managing and leading your peers can be highly stressful - especially if you don’t have all the knowledge and skills. Through this learning programme delegates will gain a solid grounding in all the supervisory and line-management competencies.

Course content and outcomes:

- **The transition from worker to leader**
 - Common mistakes to avoid
- **The cornerstones of supervision, management and leadership**
 - Competence, Confidence, Fairness, Trust, Respect
- **Critical interactive competencies:**
 - Communication
 - Planning
 - Delegation
 - Effective meetings
 - Time management
 - Handling interruptions
- **Determining direction, objectives and goals**
 - Ensuring alignment with the organisation’s vision, mission and objectives
- **Creating order and structure**
 - Organising
 - Allocating work and role clarification
- **Designing and leading teams**
- **Recruiting, orienting and inducting**
- **Ensuring delivery**
 - Root-cause analysis, problem solving and decision making
 - Efficient reporting
- **Building morale and capability**
 - Teamwork, coaching and guiding
- **Managing performance**
 - Effective planning, coaching, guiding and reviewing



Contact us to register or arrange in-house training:

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