



## **Supervisory Skills:**

### **PROGRAMME OVERVIEW:**

The aim of this program is to Provide supervisors with the necessary knowledge, skills and behaviors to increase their effectiveness in their current roles

Equip supervisors with the managerial skills necessary for them to adapt to changing demands in the future.

After successful completion of the training programme, improve succession planning by providing a structured development program this will enable supervisors to fulfill their potential within the company.

### **OBJECTIVES:**

Upon completion of this course, engineers/project managers can expect to:

- Planning and organizing work effectively
- Monitoring performance and looking for ways to improve
- Day to day work planning/allocation
- Setting standards/meeting KPI's (Key Performance Indicators - related to the business targets).

**DURATION:** 15 hours/ two full day

### **PROGRAMME OUTLINE:**

SN.	Topics
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1.	<p>What to Supervise?</p> <p>How to Supervise?</p> <p>Why Supervise?</p> <p>When to Supervise?</p> <p>How well are you going to supervise self and others?</p>
2.	<p>Managing Activities</p> <p>Managing People</p> <p>Managing Information</p> <p>Develop effective communication skills</p>
3.	<p>Demonstrate Positive towards internal and external customers</p>

#### TARGET AUDIENCE

- First Line Managers,
- Departmental Head,
- Supervisor out let managers,
- Floor Supervisors