



Supervisor Training: The ABC's of Supervising Others

This two-day supervisor training module for new supervisors/managers is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a new supervisor - whether you are a team leader, a project manager or a unit coordinator. Dealing with the many problems a supervisor encounters isn't easy but it doesn't have to lead to discouragement.

What participants will learn:

At the conclusion of this workshop, you should feel more comfortable in the following areas:

- Help clarify roles and responsibilities in your new role supervising others
- Adjust to this new role with confidence and an assurance you can handle the position
- Develop your communication skills in listening, asking questions and giving feedback to employees
- Develop a technique for making sure you give employees instructions that are clear and understood
- Identify some techniques to deal with employee challenges such as squabbles, complaints and laziness
- Recognize the importance of being visible and available to employees
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

Workshop Outline:

This includes large group discussions, individual work and reflection, small group discussions & exercises, case studies and simulations for role play. Customization will be based on your own needs or information provided by your human resource department or the individual department prior to the workshop. Materials are designed as interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed.

Day 1

Introductions, Objectives, Agenda

Getting started as a new boss

Overcoming initial anxieties

Getting off to a good

Learning the ropes

Establishing authority

Dealing with friends you now supervise

Practical tips on handling your responsibilities

Know what is expected of you

Identifying priorities

Be available and visible

Identify out employee abilities

The communication skills you need

Become a good observer

Learn to listen

Ask open questions

Document your day

Give clear

Know the difference between orders, requests and suggestions

Day 2

Reconnect and feedback

Dealing with employee concerns

Build trust with employees

Learning to say "no"

Resolving squabbles

Recognizing individual capabilities and contributions

How to work with others

Working with your boss

Working with your peers

Accept responsibility for your group

How to stand up for yourself

Mistakes to avoid

Getting angry

Appearing to play favorites

Being too bossy

Getting on the wrong side of the union

Other mistakes

Supervisory success

Establish a daily routine

Keep on learning

Lead by example

Deal with problems immediately

Be firm but fair

Ask for help when you need it

Review, Action plan, Evaluation

Suggested Reading List

This workshop is a detailed insight into the **skills required by Supervisors**.

- ❖ It is very interactive and includes many activities and exercises to enhance the learning experience.
- ❖ It is spread over the period of 2-full days consisting of 8 hrs each (9am-5pm)
- ❖ It includes 2 tea breaks and a lunch break

Proposed Training Plan Consists of:

- ❖ Training Kit : Handouts, Activities, Exercises
- ❖ Training Duration: 2 full days (8hrs each)
- ❖ Number of candidates: Minimum=20 Maximum=40
- ❖ The training venue proposed is :PC Hotel or Avari Hotel, according to availability of dates assigned by your organization for the training.

Training Cost:

Cost per Individual Participant is a total of:= **Rs.13,500**

Includes cost of:

- Handouts,
- Activity/Exercise material,
- Certificates,
- Tea (twice),
- Buffet Lunch,
- Hotel Facility Charges,
- and Trainers Cost

