



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Excellence in Supervision, First Edition

Course Specifications

Course Number: AXO84-064SG

Course Length: 1 day

Days: One Day

Description: This course will show you how to gain the respect and support of your employees, use coaching skills to help others excel and accomplish goals, deal effectively with changing times and confusing situations, communicate confidently with your employees, peers, and manager, and establish expectations for high performance.

As a supervisor you must lead employees to success and understand that their success is your success. Supervisors need to possess a multitude of skills in communication, performance management, coaching, and flexible decision making. Learning and applying these skills quickly is essential for any supervisor's success.

Topic-Level Outline

Part 1: Getting Started

- The Opportunity
- How Do You Transition to Supervisor?
- The Definition of a Supervisor
- The Role of Supervisor
- The Responsibilities
- The Supervisors Job Description

TOC Continue...

- Management Thought: Old versus New
- Case Study 1
- Strategies for Getting Started
- Action Plan: Getting Started

Part 2: Managing for High Performance

- Performance Management
- Setting Expectations and Goals
- Giving Positive Feedback
- Handling Performance Problems
- Supervising with Flexibility
- Case Study 2
- Strategies for Managing Performance

Part 3: Communicating with Others Proactively

- Building Interdependent Relationships
- Communicating One-on-One with Employees
- Communicating with a Team
- Communicating Every Day with Others
- Communicating with Your Manager
- Case Study 3
- Strategies for Proactive Communication

Part 4: Coaching for Excellence

- The Changing Playing Field
- The Best and Worst Supervisors
- The Coaching Process
- Case Study 4
- Strategies for Effective Coaching

Part 5: Dealing with Change Positively

- A New Paradigm
- Organizational Change
- The Impact of Change
- Communicating Change Effectively
- Change-Management Skills
- Brainstorming Change Ideas
- Problem-Solving Techniques
- Case Study 5
- Strategies for Managing Change
- Summary
- Action Plan: Keep Excelling
- Final Thoughts: How Good Can You Be?

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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