



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 - Supervising for Success (First Edition)

**Course Number:** AX084-039

**Days:** Self-study

**Prerequisites:** None

**Description:** Managers and supervisors who want to enhance their professional skills will find a valuable resource in this new guide. Learn what it means to be a great supervisor to your subordinates – and how that will enhance your career. Discover how your attitude can make or break your team's spirit. This book is a must for all new supervisors and a beneficial refresher for even the most experienced supervisor.

## Topic-Level Outline

### Section 1: A Role Defined

- The Supervisory Challenge
- The Responsibilities of Supervisors
- Your Role as Supervisor
- Case Study 1: Who Will Survive?
- What Success as a Supervisor Can Do For You
- Seven Tips for Great Supervisors

### Section 2: The Attitude and Image

- Taking a Positive Approach
- Measuring Your Morale
- A Positive Attitude Boosts Productivity
- Watch Your Career Soar
- Staying Positive Takes Effort
- Tending Your Personal Growth
- Growing Your Dream Team
- Establishing Authority
- Case Study 2: Which Strategy Should Henry Use?

- Present a Strong Image
- Downplay Your Role—Power
- Don't Sabotage Your Image
- What You Don't Say Speaks Loudly, Too
- Above All: Be Organized

### **Section 3: Human Skills and Team Building**

- The Best and Worst Supervisors
- Skills for Success: Technical, Interpersonal, and Conceptual
- Supervisory Skills Inventory
- Develop Your Human Skills
- Establishing Good Relationships
- The Problem Employee
- Six Unforgivable Mistakes
- Leaders Build Winning Teams
- Teams Grow in Stages
- Case Study 3: Between a Rock and a Hard Place
- Keeping the Boss Happy

### **Section 4: Getting the Work Done**

- Delegating Is Good for Everybody
- Case Study 4: The Do-It-Yourself Supervisor
- What Delegating Can Do For You
- D-E-L-E-G-A-T-E for Better Performance
- Decide What to Delegate
- Develop Your Decision-Making Skills
- Knowing When to Hold and When to Fold
- Case Study 5: Pat Can't Decide
- Using a Formula for Decision-Making
- Freeing Yourself to Lead
- Decision Pyramid: Levels of Decision-Making
- Four Components of Decisions
- Set Daily Goals

### **Section 5: Review**

- Putting It Together
- Action Plan
- Author's Comments on Case Studies

## 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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Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.

Excel Advanced 2013 [Ebook](#), workbooks, and solutions.

Excel comprehensive online courses, email for more details.



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