



Staff Training & Upskilling

## 2 Day Workshop

# Supervising Others - The ABC's

---

### Who should attend?

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are part-time supervisors without a great deal of authority.

This workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss. You will learn how to manage many of the problems that a new supervisor encounters, these problems may not be easy to handle but need not lead to discouragement.

### How will you benefit?

- Clarify roles and responsibilities of the new job
- Adjust to the new role with confidence and an assurance you can handle the position
- Develop your skills in listening, asking questions, resolving conflict, 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 hostility, complaints, and laziness
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent

### What will you cover?

- Pre-assignment review
- Making the transition
- Responsibilities of a supervisor
- Setting goals
- Planning for success
- Listening skills
- Asking questions
- Giving feedback
- Ask for what you want
- Giving instructions
- Orders, requests, and suggestions
- Managing conflict
- Dealing with difficult employees
- Dealing with others
- The reciprocal quality of relationships

### What is included?

All courses are given by expert facilitators in small interactive classes. The manual and course materials are specific to the course and you will receive a personalised certificate on completion.

### How to book?

Email your training requirements to : [training@infusion.co.za](mailto:training@infusion.co.za)