Staff Training & Upskilling

2 ½ Day Workshop

Supervisory Skills **(Based on Unit Standards 242821 & 242824)**

Who should attend?

In today's changing workplace, many new supervisors are unsure of their roles and responsibilities; they have little experience dealing with the challenges of managing work through others. This course provides first line managers with the opportunity to clarify the role they play in the attainment of organisational objectives, and offers a foundation upon which to build their knowledge and critical leadership skills.

Whilst the program covers leadership theory at some length the assessment tasks are very practical in nature in order to encourage workplace application.

How will you benefit?

- Differentiate between leadership and management
- Clarify the role you play as a leader in your organisation
- Identify your personal leadership approach and understand the impact it has on others
- Define effective leadership competencies and behaviours
- Understand the purpose, roles, and outputs of a team and its members
- Identify and adapt effective leadership techniques to improve team dynamics to achieve organisational standards and objectives
- Determine effective methods to implement performance plans and measure performance against organisational requirements

What will you cover?

- Concepts of leadership
- The role of a leader including effective qualities and behaviours
- Concepts of authority, responsibility, accountability, and delegation
- Purpose and goals of a team
- Roles and outputs of a team
- Leadership techniques to improve group dynamics and achieve objectives
- Guidelines to communication and information dissemination
- Monitor and evaluate performance

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