



ADVANCED SUPERVISORY SKILLS

The Supervisor Development Programme

06 - 10 May 2018, Dubai
02 - 06 Sep 2018, Dubai
23 - 27 Dec 2018, Dubai

INTRODUCTION

This training seminar is designed for all those who have the potential and capabilities of developing into supervisors, team leaders and new managers. Whatever their job title, if they are in-charge of others then they will be helped greatly by this training seminar.

In this training course, you will learn to:

- Be effectively and professionally equipped for the major transition from the workforce to a team / leadership role
- Understand and practice key supervisory / management skills
- Learn how to motivate and harness your staff potential and abilities
- Develop objective setting, performance supervision and team communication
- Enhance your personal empowerment for successful corporate leadership

OBJECTIVES

By the end of this training seminar, delegates will be able to:

- Know what real supervision is, and be able to explain to others what it is, and what it means
- Understand and practice basic supervisory skills
- Define the difference between the supervisory and the operational roles
- Explain how to set and monitor objectives
- Explain what motivates you and describe ways to motivate others effectively
- Manage performance for results
- Use different techniques to communicate effectively with your Team

TRAINING METHODOLOGY

This training seminar will be presented in a highly interactive manner, with a very impactful computer presentation style. Individual and group activities, will intersperse the sessions. Video and role plays situations will highlight the major teaching features.

ORGANISATIONAL IMPACT

- Enhanced skill level of staff
- Higher levels of productivity
- More effective establishment of goals
- Increased motivation of personnel
- More effective communication throughout the organization

PERSONAL IMPACT

You will learn how to:

- Use an appropriate strategy for delegating to others
- Motivate and support others in the achievement of targets
- Demonstrate effective questioning skills
- How to communicate effectively
- How to empower yourself and the Staff who work with you
- Describe your own sources of power and influence and know how to use and develop your influence to get support and help you to be an effective supervisor

WHO SHOULD ATTEND?

First level supervisors, and those with leadership and managerial potential and capabilities.

DAY 1

What is a Supervisor?

- Should you be a Supervisor?
- Making the Transition
- The Difference between Doing and Supervising
- Highs and Lows of the Supervisory Role
- What are the skills of an Effective Supervisor?
- Developing the Skills
- Different Ways to Supervise Others
- Supervisory Styles
- Common mistakes you don't want to make

DAY 2

Managing Performance - Getting Results

- Characteristics of Performance Management
- Business Plan Basics
- Assessing your current situation
- You and The Business Plan
- Getting Productivity through People
- The Importance of Strategic Goal Setting
- Develop the 5 Success Essentials
- Getting and Managing Results
- How to Develop Pro-Active Management
- Benefits and Barriers to Delegation
- How, When and to Whom to Delegate
- Getting it done right - instructing others

DAY 3

Managing Performance - Problems and People

- What Motivates me?
- What Motivates others?
- What does Motivation do?
- Motivation creates Energy
- The 3 Major Steps of Motivation
- Motivation in the Workplace
- Herzberg's Motivational Theory
- Tailoring Motivation Ideas to Individual Team Members
- How to Manage Conflict
- Working with Different Types of Personalities
- What to do when a Problem arises
- Listening and Questioning Skills

DAY 4

Managing Communication

- What is Communication?
- Three major levels of Communication
- The significance of Non-Verbal Communication
- Factors that Affect your Communication
- Communication Chart
- Effective Ways to Communicate
- Brain Communication Impact
- Communication Cycle
- Delivering Clear, Concise Messages
- How to make an Effective Presentation
- 9 Effective Communication Principles
- Positive Visual Imaging
- Good / Bad Relationships
- Planning a Team Meeting
- How to be a Decisive Decision-Maker
- Improving your ability to make Decisions
- Verbal Communication
- Barriers to Communication
- Team Communications
- Running a Team Meeting
- Choosing the Right Words
- Communicating in Writing

DAY 5

Building Powerful Influence

- What is Personal Empowerment?
- Sources of Personal Power
- Developing your Mind, Attitude, Appreciation & Character influence
- Mind Think Power
- Know the Impact of Teleological Thinking
- Replacement Principle
- Building your Personal Power
- Using your Personal Power
- Building Trust and Believability: Walking your Talk
- 10 Essential Qualities of a Top Supervisor
- Planning for your Future - Developing Yourself
- How to stay Motivated

Code	Date	Venue	Fees
MG002	06 - 10 May 2018	Dubai	\$4,750
MG002	02 - 06 Sep 2018	Dubai	\$4,750
MG002	23 - 27 Dec 2018	Dubai	\$4,750

REGISTRATION DETAILS

LAST NAME: _____
FIRST NAME: _____
DESIGNATION: _____
COMPANY: _____
ADDRESS: _____
CITY: _____
COUNTRY: _____
TELEPHONE: _____
MOBILE: _____
FAX: _____
EMAIL: _____

AUTHORISATION DETAILS

AUTHORISED BY: _____
DESIGNATION: _____
COMPANY: _____
ADDRESS: _____
CITY: _____
COUNTRY: _____
TELEPHONE: _____
MOBILE: _____
FAX: _____
EMAIL: _____

PAYMENT DETAILS

- Please invoice my company
 Cheque payable to GLOMACS
 Please invoice me

CERTIFICATION

Successful participants will receive GLOMACS' Certificate of Completion

4 WAYS TO REGISTER

Tel: +971 (04) 425 0700
Fax: +971 (04) 425 0701
Email: info@glomacs.com
Website: www.glomacs.com

TERMS AND CONDITIONS

- Fees - Each fee is inclusive of Documentation, Lunch and refreshments served during the entire seminar.
- Mode of Payment - The delegate has the option to pay the course fee directly or request to send an invoice to his/her company/ sponsor. Credit card and cheque payments are both acceptable.
- Cancellation / Substitution - Request for seminar cancellation must be made in writing & received three (3) weeks prior to the seminar date. A US\$ 250.00 processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.
- Hotel Accommodation - is not included in the course fee. A reduced corporate rate and a limited number of rooms may be available for attendees wishing to stay at the hotel venue. Requests for hotel reservations should be made at least three (3) weeks prior to the commencement of the seminar. All hotel accommodation is strictly subject to availability and terms and conditions imposed by the hotel will apply.
- Attendance Certificate - a certificate of attendance will only be awarded to those delegates who successfully completed/ attended the entire seminar including the awarding of applicable Continuing Professional Education Units/Hours.
- Force Majeure - any circumstances beyond the control of the Company may necessitate postponement, change of seminar venue or substitution of assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.
- Fair Access / Equal Opportunities - In the provision of its services as a world-class Training Provider, the Company is committed to provide fair access / equal opportunities throughout the delivery of its courses and assessment leading to the completion of training seminars, or 3rd party qualifications/certifications.

