



Webinar Events
live & interactive

GBC *learning*



Supervisory Skills

Delivered as: Interactive Workshop or Tutor-led Webinar

Live and interactive with exercises, discussion and actions to take away

Suitable for: Supervisors, First Line Managers and Team Leaders of all types of teams - Virtual teams working remotely or teams working in the same location, as these core skills are key where ever your staff are located.

By the end of this session you will:

- Supervise and manage effectively
- Get the results and performance your staff are capable of
- Communicate more effectively and listen actively
- Establish or enhance your credibility
- Apply effective delegation techniques
- Enhance your ability to motivate your staff
- Appreciate the importance of feedback and how to give it effectively

The Role of the Supervisor and Communicating Effectively

Introduction & Workshop Objectives

- Finding out what you want to achieve today

Role of Supervisor

- Identifying your personal strengths, skills and qualities
- Your Role - Activities an effective Supervisor is involved in
- Action Centered Leadership

Communicating Effectively

- What is communication?
- Why it can go wrong so often and how to avoid it
- Reducing misunderstandings
- Importance of listening

Cont...

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Enhancing your Credibility & Delegation / Giving Instructions

Learning from the previous Module and Objectives for today

- Your key Learning Points from the previous Module
- Your Objectives for this Module

Enhancing your Credibility

- Behaviours supporting credibility
- How can you establish or enhance credibility

Delegation / Giving Instructions

- Why should we delegate?
- What stops us from delegating
- Steps of successful delegation
- Avoiding reverse delegation

Motivation & Giving Effective Feedback

Learning from the previous Module and Objectives for today

- Your key Learning Points from the previous Module
- Your Objectives for this Module

Motivation

- What motivates you?
- Key principles of staff motivation
- Test yourself: How well do you motivate?
- Tips on how to motivate others

Giving Effective Feedback

- Motivational and developmental feedback
- Two types of feedback – what they are, when to use, and where to use
- Giving effective feedback – guidelines

Action Plan

- Recap key learning points
- How to keep it up and develop back at work

Other Topics to Supercharge Your Career and Relieve Stress:

- Effective Interpersonal Skills
- Dealing Effectively with Difficult People
- Managing People Level 1
- Managing People Level 2

For more information or to book please call **020 7256 6668, Option 2** or email **info@gbclearning.co.uk**