

## The Professional Supervisor (CPD)

### Overview

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. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues, and their manager. This three-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss, whether you are a team leader, a project manager, or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

### Benefits:

- You will understand the scope and nature of the supervisory position
- 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
- You will recognize the responsibilities you have as a supervisor, to yourself, to your team, and to your organization.
- You will identify key techniques to help you plan and prioritize effectively
- You will acquire a basic understanding of and develop strategies for leadership, team building, communication, and motivation and what part they play in effective supervision

### Course Content:

- Responsibilities of a supervisor
- Setting goals
- Planning for success
- Communication skills
- Team Development
- Motivation, orientation and training
- Delegation
- Providing feedback
- Managing conflict
- The reciprocal quality of relationships

### Our Guarantee:

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

### Duration

3 Day Work-Shop

To book a place on this course, call our booking line on +353 (046) 9249618 or e-mail [info@midasgroup.ie](mailto:info@midasgroup.ie) or book online