Introduction:

Mastering Supervisory Skills is a dynamic and interactive workshop designed for experienced and second-level supervisors to review and refine their roles. Participants will develop the necessary skills and approaches to perform effectively in the modern business environment and enhance their ability to manage teams efficiently. The workshop focuses on advanced supervisory skills that ensure participants are equipped to lead, manage teams, and drive continuous organizational improvement.

Enhancing Supervisory Skills:

This advanced supervisory skills workshop emphasizes the importance of essential supervisory skills and focuses on cutting-edge methods to enhance supervisory capacity. By participating in this workshop, attendees will gain the confidence to lead their teams more effectively, manage resources efficiently, and promote continuous improvement in their organizations.

Enhancing Core Supervisory Skills:

The workshop aims to build a strong foundation of basic supervisory skills, practical approaches, and essential techniques, which will be built upon with advanced training. Attendees will leave with a well-rounded skill set that will be valuable in any supervisory or management role. Whether participants are looking to sharpen their current skills or prepare for future leadership roles, this workshop is an indispensable resource for professional growth.

Targeted Groups:

- Supervisors
- Team Leaders
- Employees preparing for a supervisory role
- Individuals looking to develop supervisory skills to advance their careers

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Conference Objectives:

By the end of this advanced supervisory skills workshop, participants will be able to:

- Gain a broader understanding of the **supervisor’s role** and the processes of managing up, down, and across the organization.
- Develop **strategies** to enhance the effectiveness of their teams.
- Support and further develop the **performance** of each team member.
- Implement **change** and ensure continuous improvement within the team.
- Reflect on their working practices and **managerial style** for future development.

Targeted Competencies:

Upon completion of this workshop, participants will be proficient in:

- Leadership and **supervisory skills**.
- **Communication skills** for team management.
- Understanding **management** and **supervisory skills** for performance improvement.
- **Time management** and effective delegation.
- Techniques for **delegation** and improving supervisory abilities.

Conference Content Overview:

Unit 1: The Supervisor’s Role and Competencies

- Defining the **roles and responsibilities** of a supervisor.
- Understanding the concept of **competencies** and how to measure actual behaviors against ideal models.
- Navigating **organizational culture** and its impact on team dynamics.
- Building and leveraging a **network of relationships** and influence within the organization.

Unit 2: Delegation and Management Style

- Mastering **delegation** skills to empower team members.
- Exploring **management styles**, including situational and differential leadership models.
- Analyzing **group dynamics** and stages of team formation.
- Addressing **conflict** and promoting **conformity** in group situations.
- Enhancing **problem-solving** and **decision-making** abilities.
- Conducting **effective team meetings** for better collaboration.

Unit 3: Communication Skills

- Advancing communication skills to build stronger **relationships** with team members.
- Recognizing various dimensions of **staff performance** and learning strategies for motivating the team.
- Using **appraisals** as a tool for **performance management**.
- Learning how to **coach** and **develop staff** through on-the-job training and feedback techniques.

Unit 4: Managing Performance and Relationships

- Mastering **assertiveness** in team interactions.
- Understanding the difference between **people’s problems** and **problem people**.
- Giving and receiving **constructive criticism** effectively.
- Principles of **discipline** in the workplace.

- Time management principles, including managing time with others in mind.
- **Planning and prioritizing** tasks for optimal team performance.
- Managing interruptions and accessibility.
- Recognizing **stress** and how to manage stressed team members effectively.

Unit 5: Managing Change and Continuous Improvement

- Understanding the concept of **continuous improvement** in supervisory roles.
- Identifying and championing **improvements** in systems and processes.
- Engaging and motivating the team toward common goals.
- Employing **creative thinking techniques** to foster innovation and new ideas.
- Effectively **implementing change** within the organization.
- **Influencing skills** to make a compelling case for change and navigate **organizational politics**.
- Creating **actionable plans** for implementing learned strategies.

Conclusion:

The **Mastering Supervisory Skills** workshop is designed to empower supervisors with the tools, techniques, and insights needed to succeed in modern business environments. By refining their supervisory skills, participants will enhance their ability to lead teams, improve performance, and foster a culture of continuous improvement within their organizations. Whether you are refining your leadership style or preparing for a promotion, this workshop offers the foundational and advanced skills needed to excel in supervisory roles.