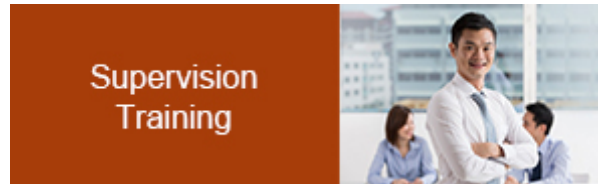


## SUPERVISING OTHERS TRAINING

Generate a [group quote](#) today



**COURSE LENGTH: 1.0 DAYS**

Being a good supervisor is determined by how well your employees perform their duties and responsibilities. Your job scope involves, setting clear goals and expectations, coaching and motivating your team, ensuring that your employees' work gets done correctly in a timely manner, resolving conflicts, controlling costs, making sure that the group is working as a team, and satisfying upper management. In order to meet those expectations and perform your supervisory work effectively, enhancing your skills by enrolling in a Supervision training course is an excellent idea. So, get your skills up-to-date now!

This Supervision Training course from PD Training helps individuals in supervisory roles to improve and refine their skills, confidence and general management abilities. This course can also prepare them to face unexpected changes in the organization.

This dynamic training course is available now throughout Hong Kong, including Central.

This Supervising Others training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote.

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## SUPERVISING OTHERS TRAINING COURSE OUTLINE

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### FOREWORD

All too often great team members are promoted to a supervisory role without consideration that supervising is a completely different skill set to that which made them stand out as part of the team. One of the hardest moves to accomplish is the transition from being a team member to that of a team leader or supervisor. Someone in a supervisory role is no longer on equal terms with their peers and have to earn their respect, show authority and leadership, often having to make unpopular decisions.

This **Supervision Training Program** will help supervisors become more efficient and proficient at delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, and resolving conflict. People in supervisory roles will improve their skills, confidence and general management abilities. This supervision training will benefit new supervisors and anyone that wants to improve their skills in supervising others ensuring productivity and team cohesion.

This **supervision training** covers all the important requirements of a supervisor. Through exercises, case studies, practical examples and clear guidelines you will develop the necessary skills and knowledge to achieve results through the effective supervision of staff.

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### OUTCOMES

**By the end of this course, participants will be able to:**

- ▶ Set clear expectations for team members
  - ▶ Set S.M.A.R.T. goals for team members that motivate & inspire dedication
  - ▶ Effectively assign work that has been set according to each employee & situation
  - ▶ Master techniques to delegate effectively & confidently
  - ▶ Develop approaches to conducting formal feedback sessions
  - ▶ Provide informal, constructive feedback
  - ▶ Develop priorities & time management strategies as a team leader
  - ▶ Establish conflict resolution strategies
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### MODULES

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#### Lesson 1: You as the Supervisor

- ▶ Competencies of a Winning Supervisor
- ▶ What to Do If You've Been Promoted from within the Team
- ▶ Reflection

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#### Lesson 2: Communicating to your Team

- ▶ LDP Review – Communication Evolution Tool
- ▶ Adjusting your style for a better approach
- ▶ Reflection

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### Lesson 3: Set the Expectations

- ▶ Vision
- ▶ How Does Your Team Fit into the Bigger Picture
- ▶ Define the Requirements
- ▶ Set the Expectations with SMART'ER Goals
- ▶ The SMART'ER Way
- ▶ Reflection

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### Lesson 4: Successful Delegation

- ▶ 10 Rules for Successful Delegation
- ▶ Degrees of Delegation
- ▶ Troubleshooting Delegation
- ▶ Reflection

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### Lesson 5: Art of Feedback

- ▶ Types of Feedback
- ▶ 3 Stages to Receiving Feedback
- ▶ 5 Top Tips to prepare yourself to provide feedback
- ▶ Feedback Delivery Tools
- ▶ Difficult Feedback
- ▶ Seeking Feedback

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### Lesson 6: Managing your Time

- ▶ The 80/20 Rule
- ▶ Prioritising with the Urgent-Important Matrix
- ▶ Block Out times around your Energy Cycle

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### Lesson 7: Managing Conflict

- ▶ Tuckman and Jensen four phase model
- ▶ Team Development Stages
- ▶ Using a Conflict Resolution Process
- ▶ Alternate techniques
- ▶ Maintaining Fairness
- ▶ Seeking Help from Within the Team
- ▶ Seeking Help from Outside the Team

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)