



PROFESSIONAL  
DEVELOPMENT  
TRAINING

# Supervising Others Training



5808 8521



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1.0 DAY COURSE

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 yours 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.

## What You'll Gain:

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.

## 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

### Lesson 1: You the Supervisor

- Activity: Expectations
- Competencies of a Winning Supervisor
- Promoted from Within?

### Lesson 2: Communicating to your Team

- REACH Review – Communication Evolution Tool
- Activity: Adjusting Your Style for a Better Approach
- Activity: Communicating with My Team

### Lesson 3: Set the Expectations

- Activity: Company Vision
- Vision and Goal Alignment
- Setting Expectations
- Define Requirements
- Activity: Have you Been Clear?
- Set Expectations with SMARTER Goals
- Activity: Smarter Goals

### Lesson 4: Successful Delegation

- 10 Rules for Successful Delegation
- Activity: Identifying Appropriate Tasks
- Activity: Applying the Rules of Delegation
- Activity: Delegating Profiles
- Three Levels of Delegation
- Delegation to Whom?
- Troubleshooting Delegation



#### **Lesson 5: The Art of Feedback**

- The Impact of Feedback
- Types of Feedback
- 3 Stages to Receiving Feedback
- Activity: Preparing Yourself to Provide Feedback
- Feedback Delivery Tools
- Activity: Primacy/Recency Effects
- The Open-Faced Sandwich or Commend-Recommend-Commend
- Try the Sandwich!
- Difficult Feedback Using the SBI Model
- Activity: SBI Feedback
- Seeking Feedback

#### **Lesson 7: Managing Conflict**

- REACH and Conflict Styles
- Team Development Stages
- Activity: Action Steps
- Which Stage?
- Conflict Resolution Process
- Activity: Being Open

#### **Lesson 6: Managing your Time**

- Activity: REACH and Time Management
- The 80/20 Rule
- The Urgent/Important Matrix
- Activity: Which Quadrant?
- Block Out Times Around Your Energy Cycle
- Your Energy Cycle

**Talk to our expert team**

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