

# ***Essential Supervision***

## **Programme Overview**

Essential Supervision is designed to equip Supervisors with the key skills required to interact effectively with their people. It provides the interpersonal building blocks for effectively dealing with the typical situations Supervisors face in doing their job. The programme recognises that good Supervisors are able to communicate and build strong relationships with their people and are able to assertively manage tough conversations and situations.

## **Who is it for**

Supervisors and potential Supervisors.

## **Programme Objectives**

- to provide attendees with a greater awareness of their style with regard to how they interact with other people
- to increase attendees' level of confidence to deal with difficult supervisory challenges
- to enhance attendees' level of interpersonal skill
- to allow attendees to put in place development actions back at work

## **Learning Outcomes**

Essential Supervision will enable attendees to:

- be more effective at developing rapport with others
- apply key communication skills such as empathic listening when managing others
- communicate assertively rather than aggressively
- understand their typical approach to dealing with conflict and how to deal with conflict assertively
- reflect on their influencing style and how to adapt their approach to different situations and audiences
- improve their skills of giving feedback to others and how to manage discipline and absence discussions

## Content



### Part 1 – Effective Communication (2 Days)

Part 1 of the programme is a 2 day workshop built on the recognition that all effective supervisors have strong communication skills. This workshop provides the essential “building blocks” for Supervisors to use in their jobs. Specific content includes:

- Communication
  - Questioning skills
  - Empathic Listening
- Building Rapport
  - Tone of Voice
  - Body Language
- Assertiveness

### Part 2 – Meeting the Supervisory Challenge (2 Days)

This 2 day workshop builds on the skills learned in part 1 of the programme and enables participants to apply their learning to some of the tough situations supervisors typically face. Specific content includes:

- Handling Conflict
- Influencing Skills

- Giving good feedback
- Handling Discipline discussions
- Handling Absence discussions

At the end of the programme participants will take part in Action Learning Groups on an ongoing basis to review their learning action plans and share learning with each other.