

WEBINAR: Advanced Supervisory Skills Training



Overview

Supervisors and managers are tasked to make sure that things are done correctly and at the right time. However, managing people has gradually evolved, and most experienced supervisors must learn to adapt to the change. Some “old” supervisory techniques may no longer work. In this seminar, you will be taught the best practices in management, and how to supervise a team in the most effective manner.

Objectives

- To understand and practice proper supervisory skills
- To learn how to effectively manage subordinates
- To know how to communicate and lead your team
- To understand limits of your power in handling staff working for you
- To be able to know the strategies in dealing with conflicts in the group

Who Should Participate

- Experienced supervisors, assistant supervisors, managers, those who are being groomed for promotion, and anybody who is tasked to lead a team

Key Topics

MODULE 1: BASICS OF LEADERSHIP

- A. Leadership Defined
- B. Leadership Style
- C. Formal vs. Informal Leaders
- D. 5 Levels of Leadership
- E. Demonstrating Effective Leadership

MODULE 2: MOTIVATION AND MORALE

- A. Main Concerns of Effective Supervisors in Leading His Team
- B. Team Morale and Productivity

MODULE 3: RESOLVING CONFLICT

- A. Conflict Defined
- B. Source of Conflict
- C. Conflict Situation Responses

MODULE 4: EFFECTIVE DELEGATION

- A. Things to Consider in Delegating Work
- B. Steps in Effective Delegation
- C. 10 Levels of Delegation

MODULE 5: MAKING DECISIONS TO SOLVE PROBLEMS

- A. Guide to Problem Solving and Decision-Making Techniques

MODULE 6: COACHING AND COUNSELING

- A. Preparation is the Key
- B. Coaching People Through Mistakes
- C. Pitfalls to Avoid
- D. Guidelines for Conducting Session

MODULE 7: MANAGING MEETINGS

- A. Steps in Correctly Handling Meetings
- B. Controlling Certain Situations in a Meeting

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Duration

- 3 hours

Webinar Fee

- Php 1,750.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

Requirements

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

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