



Griffin Training

Solutions for a Modern Workforce

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The Role of the Supervisor

Supervisors play a very important role in the daily running of the organisation. The supervisor is the link between staff and management and is responsible for the mediation between the two parties. Often the responsibility to ensure that the instructions of management are carried out rests on the supervisor's shoulders. At the same time supervisors are responsible for ensuring that staff not only do their assigned tasks but that they are carried out correctly and efficiently. This course is designed to introduce participants to the role of the supervisor and to help participants gain the skills and knowledge necessary to act proficiently in their roles.

Objective:

- To identify key roles which the supervisor plays
- To comprehend these roles
- To gain the knowledge and skills necessary to act proficiently in these roles

Content:

- The Supervisor, Hands on Manager
- Defining the Supervisors' Roles
- The Supervisor as Manager
- The Supervisor as Organiser
- The Supervisor and Staff Liaison
- The Supervisor as Facilitator
- The Supervisor as Inductor
- The Supervisor and Absenteeism
- The Supervisor as Discipliner
- The Supervisor and Other Roles