



# Griffin Training

**Solutions for a Modern Workforce**

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## ***Supervisory Training***

The supervisor plays a key role in any organisation as the bridge between upper management and staff. This course covers all aspects of supervisory management and will discuss relevant management issues such as organisation skills, people management, effective communication, team development, motivation, and basic disciplinary skills. On completion participants will be equipped to manage small teams, set goals, promote productivity, and maintain discipline.

### Objectives:

- To understand the role of the supervisor
- To gain effective organisation skills
- To improve interpersonal skills
- To understand high impact communication
- To gain the knowledge and skills necessary to ensure staff productivity
- To gain the knowledge and skills necessary manage small groups

### Content:

- The Role of the Supervisor
- The Supervisor as Mini-manager
- Basic Concepts of Management
- Understanding the organisation's Vision
- Setting Goals and Objectives
- Developing Vision Progress Steps
- Managing Goals and Objectives
- The Supervisor as Organiser
- Time Management Skills
- Delegation Skills
- Effective Communication Skills
- People Management Skills
- Developing Productive Teams
- Motivation and Motivating Staff
- Stress Management
- Problem Solving Techniques
- Maintaining Workforce Discipline
- Basic Disciplinary Skills