

# Supervising Others

*“Supervision is an opportunity to bring someone back to their own mind, to show them how good they can be.” Nancy Kline*

Supervising others can be a tough job, especially for those transitioning from individual contributor to supervisory role. Supervisors therefore need to be equipped with the requisite skills to ensure their teams are productive and motivated to perform optimally.

Our Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict and administering discipline. We aim to help your supervisors be more confident in managing and motivating teams to achieve organisational goals.



## Course Objectives and Content

### KEY LEARNING OBJECTIVES

1. Understand contemporary supervision techniques required by supervisors to effectively lead teams.
2. Recognise the importance of setting clear goals and expectations for your teams.
3. Ascertain the need for delegation and learn the steps for delegation success.
4. Determine the best time management, conflict resolution and feedback provision strategies in order to get results.

### WHO IS THIS FOR?

This course is suited for anyone who supervises others in any organisation!

### COURSE CONTENT

1. Setting expectations; defining the requirements, identifying opportunities for improvement and growth, putting expectations in writing.
2. Setting goals; understanding cascading goals, the SMART way, helping others set goals.
3. Assigning work; general principles, the dictatorial approach, the apple-picking approach, the collaborative approach.
4. Degrees of delegation; level one - complete supervision, level two - partial supervision, level three - complete independence.
5. Implementing delegation; deciding to delegate, to whom should you delegate? Providing instructions, monitoring the results, troubleshooting delegation.
6. Providing feedback; characteristics of good feedback, feedback delivery tools, informal feedback, formal feedback.
7. Managing your time; the 80/20 rule, the urgent important matrix, using a productivity journal, using routines and rituals.
8. Resolving conflict; using a conflict resolution process, maintaining fairness, seeking help from within and outside the team.
9. Tips for special situations; what to do if you've been promoted from within the team; leading a brand new team; taking on an established team.
10. A survival guide for the new supervisor; ask the right questions of the right people, go to Gemba, keep learning!

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