

# Step up to Supervisor

## DURATION

**5 days across  
2 modules**

## PARTICIPANTS

Team Leaders and  
first level supervisors

## SUMMARY

The essential companion for those taking the leap from individual contributor to supervisor. The course combines self-awareness and influencing strategies with an indispensable toolkit of practical interventions. From performance improvement, to team involvement, HR responsibilities and even attendance management, this is the course that every first time supervisor wishes they could attend.

## KEY TRAINING OUTCOMES

- Recognition of personal impact on the team and the organisation.
- Understanding of the supervisor's mission.
- Understanding the importance of measurement, data, analysis and judgement.
- Strategies for team effectiveness communication and involvement.
- Strategies for addressing underperforming and problem team members.
- Strategies for ensuring optimum attendance.
- Understanding effective approaches to recruitment & training.
- Tactics for seeing the team through continual change.
- Busting of legal myths that hold supervisors back.

## PROGRAMME

### **Self Awareness & Self Belief**

- My communication style and its impact on others
- Assessing and building Emotional Intelligence
- Using MBTI to improve self-awareness and leadership

### **Leadership Excellence**

- Types of power and selecting the right influencing style
- Taking personal responsibility for others
- Leading Authentically
- Influencing upwards
- How to manage an ineffective boss

### **Team Involvement & Engagement**

- The supervisor mission
- Establishing norms
- Measuring, assessing & supporting team effectiveness
- Managing my own time
- The customer and why other teams matter

### **High-Performance Culture starts with Supervisors**

- Involving the team and improving team performance
- Coping with the problem team members
- Frank performance conversations

### **HR Basics**

- Legal myths and facts of life
- Grievances and Discipline
- Recruiting the right people
- Take charge of the training plan
- Tactics for leading change

