



# Advanced Supervisory Skills

## Course Objectives

By the end of this training seminar, delegates will be able to:

- Know what real supervision is, and be able to explain to others what it is, and what it means
- Understand and practice basic supervisory skills
- Define the difference between the supervisory and the operational roles
- Explain how to set and monitor objectives
- Explain what motivates you and describe ways to motivate others effectively
- Manage performance for results
- Use different techniques to communicate effectively with your Team

## Who Should Attend?

First level supervisors, and those with leadership and managerial potential and capabilities.

## Outline

### What is a Supervisor?

- Should you be a Supervisor?
- Making the Transition
- The Difference between Doing and Supervising
- Highs and Lows of the Supervisory Role
- What are the skills of an Effective Supervisor?
- Developing the Skills
- Different Ways to Supervise Others
- Supervisory Styles
- Common mistakes you don't want to make

### Managing Performance - Getting Results

- Characteristics of Performance Management
- Business Plan Basics
- Assessing your current situation
- You and The Business Plan
- Getting Productivity through People
- The Importance of Strategic Goal Setting
- Develop the 5 Success Essentials
- Getting and Managing Results
- How to Develop Pro-Active Management
- Benefits and Barriers to Delegation

Prince Faisal Road, Al Dana Tower, Office 102  
First Floor, Khobar, Kingdom of Saudi Arabia

920022128 +966 13 815 09 99

info@somutraining.com

مركز سمو العالمية للتدريب  
SOMU International Training Center



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- How, When and to Whom to Delegate
- Getting it done right – instructing others

## Managing Performance – Problems and People

- What Motivates me?
- What Motivates others?
- What does Motivation do?
- Motivation creates Energy
- The 3 Major Steps of Motivation
- Motivation in the Workplace
- Herzberg's Motivational Theory
- Tailoring Motivation Ideas to Individual Team Members
- How to Manage Conflict
- Working with Different Types of Personalities
- What to do when a Problem arises
- Listening and Questioning Skills

## Managing Communication

- What is Communication?
- Three major levels of Communication
- The significance of Non-Verbal Communication
- Factors that Affect your Communication
- Communication Chart
- Effective Ways to Communicate
- Brain Communication Impact
- Communication Cycle
- Delivering Clear, Concise Messages
- How to make an Effective Presentation
- 9 Effective Communication Principles
- Positive Visual Imaging
- Good / Bad Relationships
- Planning a Team Meeting
- How to be a Decisive Decision-Maker
- Improving your ability to make Decisions
- Verbal Communication
- Barriers to Communication
- Team Communications
- Running a Team Meeting
- Choosing the Right Words

## Communicating in Writing

Prince Faisal Road, Al Dana Tower, Office 102  
First Floor, Kuwait City, Kuwait

920022128 +966 13 815 09 99

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## Building Powerful Influence

- What is Personal Empowerment?
- Sources of Personal Power
- Developing your Mind, Attitude, Appreciation & Character influence
- Mind Think Power
- Know the Impact of Teleological Thinking
- Replacement Principle
- Building your Personal Power
- Using your Personal Power
- Building Trust and Believability: Walking your Talk
- 10 Essential Qualities of a Top Supervisor
- Planning for your Future – Developing Yourself
- How to stay Motivated

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