The Professional Supervisor

COURSE DETAILS
This three-day workshop will help delegates to:

- Identify common communication problems that may be holding them back
- Develop skills in asking questions
- Identify what their non-verbal messages are telling others
- Develop skills in listening actively and empathetically
- Enhance their ability to handle difficult situations
- Deal with situations assertively

COURSE OUTLINE
- Adjusting to Your Role
- A Supervisor’s Responsibilities
- Making Plans
- Setting Goals
- Leadership
- The Situational Leadership Model
- Problem Employees
- Synergy
- Trust
- Team Development
- Communication
- The Communication Process
- Motivation
- Orientation
- Training
- Providing Feedback
- Delegation
- Dealing with Conflict
- Discipline

Pre-Requisites:
Supervisors

COURSE DURATION
3 Day
Woodmead, Sandton

COURSE FEES:
R 5,842.00 excl VAT.
*Discount available

CONTACT
011 656 4233
training@ledge.co.za

COURSE DELIVERY
- Instructor Led classroom based training.
- Scheduled classes are normally held in Woodmead near to Sandton South Africa.
- Stationary and textbook included.
- Refreshments, include 2 tea breaks and a cooked meal for lunch are provided for full time courses.