

Responsibilities of Supervising Others



Introduction

This bespoke training course is designed for anyone who wants to develop their understanding of the roles and responsibilities of being a supervisor, chargehand or foreman.

Course Objectives

- Recognise the responsibilities you have as a supervisor
- Learn ways to deal with the challenges of the role
- Take ownership and support your staff within their work roles

Content

Content is designed to meet the specific needs of your organisation, and can include the following:

Unit 1 Supervising others overview

This unit looks at understanding the role of a supervisor, chargehand or foreman; the responsibilities, barriers faced and skills required, as well as exploring common mistakes made by newly-appointed supervisors

Unit 2 Setting goals

Unit 2 addresses the importance of setting goals for staff members as well as yourself, using the SMART goal technique

Unit 3 Time management

This unit ensures a clear understanding of time management, looking at the advantages of effective time management, the consequences of poor time management, and the skills and qualities needed to effectively manage your time. The unit explores techniques to prioritise and schedule tasks, tools to assist with time management, ways to manage interruptions, techniques to avoid procrastination, and ways to manage phone calls and email

Unit 4 Effective communication

The unit on communication deals with the advantages, barriers faced and skills required to be an effective communicator in a supervisor's role. It addresses the three elements of face-to-face communication (what you hear, what you say, how you say it), questioning techniques, techniques for saying no, using the I statement, the power of an apology and the importance of positive body language

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Unit 5 Providing feedback

This unit addresses the importance of regular and constructive feedback. It identifies things to keep in mind when providing feedback and looks at different feedback techniques, including the sandwich technique and self-reflection

Unit 6 Giving clear instructions

This unit explores the importance of giving clear and precise instructions when delegating or assigning tasks to members of staff

Unit 7 Assertiveness

This unit looks at the importance of assertiveness in your supervisor role, looking at different types of assertiveness and ways in which to be assertive

Unit 8 Managing conflict and dealing with difficult employees

This unit looks at situations in which, as a supervisor, foreman or chargehand, you need to deal with conflict, exploring the steps required, recommending phrases to begin difficult conversations, looking at the importance of understanding the behaviour cycle, and suggesting effective ways to deliver unwelcome news

Unit 9 Coaching and training

This unit looks at how effective coaching techniques can improve your team's performance, help achieve an individual's optimal performance, allow you to delegate effectively, and give your staff members meaningful goals to work towards. It looks at the four stages of learning, learning styles, how to deal with resistance to being coached, ways to effectively demonstrate a task and techniques for delivering a 1-to-1 coaching session

Duration

2 days

Certification

GBT Certificate of Competence

Location

Delivered at your premises (delivery facilities can be provided at an additional cost)

About Gary Bedingfield

Based in Glasgow, Scotland, Gary Bedingfield has 25 years' experience in the training industry. He is a qualified further education trainer with an overwhelming desire to help people reach their full potential. He has worked with a wide variety of organisations from the voluntary sector to the world's largest commercial property developers.

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