

2 – DAY LEADERSHIP AND SUPERVISORY SKILLS



Introduction

“The quality of a leader is reflected in the standards they set for themselves.” - Ray Kroc -

Leadership skills have now been universally recognised as a key ingredient – some would say the key ingredient – in personal and professional development. People often debate the differences and similarities of leadership and management. But the majority of practical people are interested primarily in what they have to do, and not whether it should be labeled ‘leadership’ or ‘management’ or both.

On the other hand, supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

This program will greatly help supervisors and executives develop their own abilities as a leader and provide them with knowledge, awareness, and methods for developing the essentials of being both a leader and supervisor simultaneously.

Course Objectives

By the end of this course, you will be able to:

- Define “leadership” in their own terms and context.
- Understand the people they lead and how to adapt their leadership styles.
- Inspire a shared vision and promote the team to work towards it.
- Provide feedback and wear the coach hat for growth and development.
- Understand how to manage effectively in particular situations and assign tasks appropriately.
- Understand what a new supervisor needs to do to get started on the right path.
- Create an action plan and establish personal commitment.

Methodology

- Theories & models
- Post test, review & recap
- Group exercise & discussion
- Workbook
- Q&A
- Videos
- Role play

Who Should Attend?

- Supervisors
- Managers
- Team Leaders
- Senior Executives
- Human Resources
- Department Heads



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Course Outline

MODULE 1: FUNDAMENTALS OF LEADERSHIP

- An Introduction to Leadership
- Three Theories of Leadership
- Types of Leadership Styles: Telling, Selling, Participating and Delegating
- Lessons and Inspiration from Great Leaders
- What's Your Leadership Style? Let's Find Out

MODULE 2: INSPIRING A SHARED VISION & MOTIVATING OTHERS

- Choosing Your Vision
- Communicating Your Vision and Identifying the Benefit for Others
- Theories in Motivation
- Sharing Rewards and Celebrating Accomplishments
- Teamwork Effectiveness: An Assessment

MODULE 3: THE SKILLS OF PROVIDING FEEDBACK

- Boosting Your People's Confidence and Ability by Giving Feedback
- The Do's and Don'ts of Giving and Receiving Feedback
- Characteristics of Good Feedback
- The Feedback Sandwich: Delivering Wholesomeness

MODULE 4: ASSIGNING WORK

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

MODULE 5: LEADERS & SUPERVISORS AS COACHES

- What is Coaching?
- Trust and Coaching
- Building Trust
- The G.R.O.W. Model for Progression

MODULE 6: A SURVIVAL GUIDE FOR THE NEW SUPERVISOR

- Ask The Right Questions of The Right People
- Go to Gemba
- Keep Learning
- What If: Tips for Special Situations

MODULE 7: WRAPPING UP

- Learning Points and Key Takeaways
- Post-Test
- Commitment Pledge, Action Plan and Evaluations

