Imsimbi Training proudly presents

Supervisory Management – 3 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 2 Contributor BBBEE company.

This course is accredited by the Services Seta and material covers unit standards 14667 at NQF Level 4 worth 10 credits

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COURSE OBJECTIVES

This course is aimed at newly appointed managers, supervisors and team leaders.

It helps supervisors understand their roles and provides them with tools for achieving sustainable organizational goals. It focuses upon setting clear outputs for subordinates and monitoring these in line with improving performance and productivity. It explores the skills and behaviours needed for managing oneself and building high performing teams. The course focuses on the key challenges faced by every manager and shows practically how to work through these.

The course also offers supervisory and management tools which will ensure managers have the skills and the tools to set clear work outputs for their subordinates motivate them and be able to monitor these outputs effectively. This will improve team performance and cooperation and allow for sustainable organizational growth.

COURSE OUTCOMES

- Understanding the supervisory context and the need for holistic development
- Appreciating why organizations need managers and supervisors
- Analysing the shift from the older to the new model of management
- Stress the importance of accountability for supervisory effectiveness
- Understand the basic management functions – planning, leading, organization and control
- Be confident to manage people who were your former peers
- Building effective team relationships in the workplace – understanding personality and diversity
- Understanding the advantages/disadvantages of different management styles (incl. my own style)
- Being confident to analyse problems and achieve results through planning, prioritizing and monitoring
- Appreciate and apply facilitation skills to overcome communication barriers and improve participation
• Understand and apply key conflict resolution and counselling skills promptly
• Be able to apply effective delegation, feedback and listening skills appropriately with diverse staff
• Be confident to monitor performance and exercise control through corrective strategies
• Managing time, finances and quality through efficient communication
• Understand different personality types and motivate people accordingly
• Taking ownership of my own ongoing growth and development as a supervisor

COURSE OUTLINE

1. The supervisory context and holistic development
   ✓ How self-awareness is integral to being a good role-model to your team
   ✓ Integrating challenges from the external environment with internal dynamics

2. Why organizations need managers and supervisors
   ✓ Fundamentals of management
   ✓ Clarifying each members role and cultivate skills needed
   ✓ Encourage team to review their performance according to quality standards

3. Shift from the older to the new model of management
   ✓ Moving from authoritarian models to empowering staff
   ✓ Case study of a new manager practising old style methods
   ✓ Managing people who were your peers

4. Accountability and supervisory effectiveness
   ✓ Distinguishing between responsibility, authority and accountability
5. The basic management functions – planning, leading, organization & control

- **Planning**: Forecasting, scheduling, budgeting and developing procedures
- **Leading**: Decision-making, communicating, motivating and developing people
- **Organizing**: Developing structures, delegating responsibility, building relationships
- **Controlling**: Setting standards, measuring performance, correcting and praising

6. Build effective relationships and teams in the workplace

- Understand self & diverse people within the SA context
- Understanding my personality and how this impacts upon relationships with others
- Simulation game which enables participants to reflect upon their style in teams

7. Understand different management styles.

- Identify my own management style from five prototypes
- Examining the strengths and weaknesses inherent in each style

8. Achieving results through planning and prioritizing

- Understanding planning in a dynamic context
- Setting realistic targets and schedules
- Allocating resources responsibly

9. The supervisor as a facilitator

- Observing group dynamics and identifying needs
- Chairing meetings inclusively
- Being open to receiving feedback for effective facilitation

10. Conflict resolution

- Understanding my instinctive approach to conflict and how this impacts
- Striving for win-win solutions through problem solving
- Conflict scenario simulations

11. Delegation, feedback and listening skills

- Overcoming barriers to delegation through stewardship
- Giving and receiving feedback
12. Supervision, monitoring and control

- Establish performance standards
- Measure performance, checking deviations
- Corrective actions or change standard

13. Monitoring time, finances and quality

- How my attitude to time impacts upon deadlines and solutions to problems
- Using a variance analysis to check budgets
- Exploring quality planning, assurance and control

14. Motivating people

- Understanding motivation theory
- What de-motivates me at work?
- Preventing job dissatisfaction

15. Discipline in the workplace

- DVD presentation of how not to conduct a disciplinary meeting
- Conducting a disciplinary counselling session

16. Developing Myself

- Developing a vision for your life
- Developing a personal action plan