
LEADERSHIP SKILLS FOR SUPERVISORS

Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.

What Will Students Learn?

- Learn ways to prioritize, plan, and manage your time.
- Identify your primary leadership style.
- Develop some flexibility to use other leadership styles.
- Determine ways you can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to make conflict a powerful force for creative, well-rounded solutions to problems.

What Topics are Covered?

- Pre-assignment review
- What's your type? How about mine?
- Introversion/extroversion
- Understanding leadership
- Managing your time and your energy
- The commitment curve
- Employee development models
- Dealing with conflict and difficult issues
- What successful leaders do

What's Included?

- Instruction by an expert facilitator
- Small, interactive classes
- Specialized manual and course materials
- certificate of completion

Pre-Registration Information

Yes! I would like to attend **Leadership Skills for Supervisors!** Sign me up for the following session:

310 Oak Avenue, NBS Building 3rd floor Randburg. 3RD September 2018

Accreditation : SETA : 12255

Bankseta : Bank-Corne180502

- All Training are from 9:00 a.m. until 3:30 p.m.
- Cost: Per person. Kindly contact the call centre
- Timeframe : 2 days



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