

SUPERVISORY SKILLS

(Skills for Success)



COURSE OVERVIEW

The world of work has changed dramatically in recent years with profound consequences for supervisors. They are now more responsible for their team and the scheduling and allocation of work assignments.

Making the transition from working beside fellow employees to supervising them can be both exciting and extremely difficult for all involved. It's a different working relationship, which requires a specific set of skills in order to make sure morale, productivity and relationships are maintained throughout the transition period.

It requires them to manage their staff with the need to resolve conflicts and complaints of their subordinates. This program will ensure that all the basics of supervision of covered and that new and potential supervisors are fully prepared in the skills and techniques of effective supervision.

COURSE OBJECTIVES

This program addresses key skills in peer/supervisory relationships and how to make this transition successful. By learning what will change as they assume their new role as a supervisor, most individuals will be better equipped to accept the change and perform well in their new role within a shorter time frame.

By the end of the workshop participants will be able to:

- *Apply the concepts and tools required by a first level supervisor.*
- *Build communication skills and understand how communication enhances their supervisory performance*
- *Understand the principles of motivation*
- *Give effective feedback*
- *Delegate*
- *Develop work plans, organise resources and control work*
- *Manage and prioritize work.*
- *Use techniques in problem solving and decision making*
- *Resolve the complaints and conflicts of their employees.*
- *Schedule and allocate work assignments.*

WHO SHOULD ATTEND

This program has been designed for operators and technicians those people who need to develop sound supervisory skills

COURSE DURATION

2 Days

COURSE LANGUAGE

English

COURSE OUTLINE

DAY 1

PRE ASSESSMENT

MODULE 1 - The Role of the New Supervisor

- Principles of supervision
- Your role as a supervisor
- Personality traits
- Critical questions for planning
- Putting the action plan to work

◆ MODULE 2 - Motivation

- Needs satisfaction questionnaire
- Analyzing your needs
- Creating conditions for motivation
- Meeting employee needs
- Explaining people's needs
- Motivating Abdullah

◆ MODULE 3 – Planning & Decision Making

- PODC - Planning, Organizing, Directing, Controlling
- Prioritizing work
- Focus on decisions
- Evaluate the decision
- Decision-making in action
- Gain acceptance for the decision

◆ MODULE 4 – Leadership

- World leaders
- Bases of power
- Applied leadership questionnaire
- The leadership model
- Independence levels
- Appropriate leadership styles

DAY 2

◆ MODULE 5 - Delegating Tasks

- Principles of delegation
- What tasks can be delegated?
- Preparing a delegation plan
- Allocating work effectively
- Issuing clear instructions
- Monitoring performance

MODULE 6 – Communicating Effectively

- People problems
- How to listen effectively
- Provide effective feedback
- Giving constructive criticism and constructive
- Supporting, coaching and directing
- Dealing with conflict

◆ MODULE 7 – Team Building

- Group decision making
- Team roles
- Team Leaders role and responsibilities
- Diversity in action
- Practical steps in team building

◆ MODULE 8 – The Ideal Supervisor

- Understanding your employees
- Setting objectives
- Structuring expectations
- Understanding the needs of the company

POST TEST

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FACILITATOR/PRESENTER PROFILE



John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
([British National](#))

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site - the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the

Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.