

# MANAGEMENT



Training Course :

## Mastering Supervisory Skills

One Weeks Training Course In

Turkey, Istanbul, GVK  
Taksim Hotel

As Under Details :

Mohammad Issa  
External Training Coordinator  
0096597535000

Tel. : 00965 22610021 - 99600277 , Fax : 00965 22630021  
Email : [info@abarsolutions.com](mailto:info@abarsolutions.com) , Website : [www.abarsolutions.com](http://www.abarsolutions.com)



**Abar Solutions Petroleum Consultancy Invite Your Employees To Participate With Us In Special Training Course As Under Details:**

Course Name		<b>Mastering Supervisory Skills</b>				
Code	Period	Language	Start	End	Location	Fees
MLT 55	5 Days	Bilingual (Arabic & English)	19/09/2016	23/09/2016	Turkey , Istanbul , GVK Taksim Hotel	1750 KD  (15% For Individual Registration) & (25% For Group Registration)
			17/10/2016	21/10/2016		
			14/11/2016	18/11/2016		
			26/12/2016	30/12/2016		
			16/01/2017	20/01/2017		
			20/02/2017	24/02/2017		
			20/03/2017	24/03/2017		
			17/04/2017	21/04/2017		
			15/05/2017	19/05/2017		
			19/06/2017	23/06/2017		
			17/07/2017	21/07/2017		
			21/08/2017	25/08/2017		
<b>** The Fees Includes : Lecturer , Training Material , Training Room With One Coffee Break Daily , Certificate Of Attendance In Last Day Training Course **</b>						

### INTRODUCTION:

- Mastering Supervisory Skills is an exciting and interactive programme designed to help experienced and second-level supervisors take stock of their roles and to develop the skills and approach they need to perform effectively in the modern organisation. Delegates will gain the following benefits from this programme:
  - ✓ Understand the importance of relationships at work
  - ✓ Knowledge and use of delegation skills and techniques
  - ✓ Knowledge in motivating and building effective teams
  - ✓ Use of key skills such as assertiveness and feedback

### WHO SHOULD ATTEND?

- Individuals who have some experience at the supervisor / manager level and are ready to take more management responsibilities
- Individuals who are being groomed to make the transition from supervision to management
- Individuals who need a deeper understanding of what drives individual behaviour

- Individuals who need to hone their communication and coaching skills to produce results
- People who need to hone their ability to delegate and coach
- Leaders who are looking to improve their managerial competencies

### PROGRAMME OBJECTIVES:

- Extend their understanding of the supervisor's role and the processes of managing up, down and across the organisation
- Develop a strategy for enhancing the effectiveness of their teams
- Develop a strategy to support and develop the performance of each member of their staff
- Review their personal working practices and managerial style

### TRAINING METHODOLOGY:

- Mastering Supervisory Skills offers a programme which is highly interactive and gives everybody an opportunity to exchange views and learn from each other's experiences. The programme also includes a range of case studies, management games and simulations, discussion exercises, self-assessment instruments and video training films.

### PROGRAMME SUMMARY:

- Mastering Supervisory Skills covers a wide range of topics relating to the supervisor's role. The programme recognises that supervisors not only have to manage their teams but also have to operate in a wider organisational context getting things done through, with and for other teams and departments. Insights developed during the course will be a particularly useful for second-line supervisors who themselves may have to manage the development of newly appointed supervisors.

### PROGRAMME OUTLINE:

- DAY 1 - THE SUPERVISOR'S ROLE AND COMPETENCES
  - ✓ Programme introduction and objectives Action planning
  - ✓ Roles and responsibilities of the supervisor
  - ✓ The competency concept
  - ✓ Understanding organisational culture
  - ✓ Developing a network of relationships and influence

- DAY 2 - MANAGEMENT STYLE/TEAM-WORKING
  - ✓ Delegation skills and empowerment
  - ✓ Management Styles
  - ✓ Group dynamics and team formation
  - ✓ Conflict and conformity in group situations
  - ✓ Problem solving and decision making
  - ✓ Managing team meetings
- DAY 3 - MANAGING PERFORMANCE & RELATIONSHIPS
  - ✓ Improving communications and relationships
  - ✓ Dimensions of staff performance
  - ✓ Practical motivation
  - ✓ Appraisal – case studies in performance management
  - ✓ Coaching and developing staff – the skills of on-job training
- DAY 4 - PERSONAL EFFECTIVENESS & TIME MANAGEMENT
  - ✓ Assertiveness
  - ✓ People problems and problem people
  - ✓ Constructive criticism – giving and receiving
  - ✓ Discipline & Managing time with other people in mind
  - ✓ Understanding stress and managing stressed staff
- DAY 5 - MANAGING CHANGE AND CONTINUOUS IMPROVEMENT
  - ✓ Concept of continuous improvement
  - ✓ Improving systems and processes -
  - ✓ Creative thinking techniques
  - ✓ Implementing change
  - ✓ Influencing skills – making a case and managing the ‘politics’

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