Course: **Online: Professional Certificate in Supervisory Management**

Contact Hours: **24**

Pre-requisite: **None**

Abstract

This course develops a personal awareness, as well as an awareness of the people, activities, and management issues involved in achieving results in a challenging and dynamic work environment. The programme further focuses on developing the required skills, through practical activities such as structured exercises, group discussions, and case studies. It concentrates on the leadership actions for developing a team and also includes the key management skills of decision making, problem solving, performance analysis, conflict management, motivation and communication.

Target Audience

Persons interested in career advancement in this area and persons who have been recently promoted to Supervisory/Management positions.

Learning Outcomes

On completion of this course, learners will be able to:

1. Understand the changes impacting the organisation today
2. Understand the expectations and responsibilities of the Supervisor
3. Recognize the most effective way to transition from Employee to Supervisor.
4. Understand how to blend traditional Management and new styles of Management
5. Understand the new Management skills required – coaching, interpersonal
6. Learn to communicate proactively and provide performance feedback
7. Understand the planning process and the importance of effective time management
8. Understand the process of decision making and problem solving
9. Understand team basics, team facilitation, and team development
10. Learn the importance of self-management skills and techniques

Course Content

The Role of the Supervisor (Learning Outcome # 1, 2 & 3)
- The Work of Supervision/The Supervisory Function
- The responsibility of Supervision (technical/conceptual/human)
- Styles of Supervision and Effectiveness of Style

Managing Effectively (Learning Outcome # 6 & 7)
- Administering Company Policy (Operational processes/procedures)
- Measuring and Controlling Performance

Organizing (Learning Outcome # 7)
- Definition, Meaning, Scope
- Basic Steps/Basic Elements
- Centralization/Decentralization and Delegation
- Responsibility/Accountability/Authority

Motivating and Leading Staff (Learning Outcome # 4, 5 & 8)
- Nature of Motivation (Negative/Positive)
- Leadership - Communication and Interpersonal Skills
- Dealing with Conflict and Stress
- Encouraging Peak Performance - Teams

Being Personally Effective (Learning Outcome # 5, 6 & 7)
- Controlling – The Concept
- Problem Solving – Three Considerations
- Planning/Controlling/Decision Making Strategies
- Mechanisms of supervisory control

Time Management and Performance Control (Learning Outcome # 6 & 7)
- List ways to do the same task in less time
- Demonstrate time management strategies

Techniques for Team Building, Problem-solving and Decision-making (Learning Outcome # 8)
- Develop critical thinking skills
- Use the various methods of problem solving and decision making

Advanced Interpersonal and Leadership Skills (Learning Outcome # 5, 9 & 10)

- Advanced techniques of interpersonal communication
- Maximize critical leadership skills
- Acting with integrity through valuing who you are