

SUPERVISORY LEADERSHIP

COURSE OBJECTIVES & BENEFITS:

- To empower middle managers and supervisors with positive attitudes and dynamic leadership skills
- To increase their abilities to deal with pressure received from upper management and worker levels
- To bring about significant changes in relationships and teamwork

COST: 31000 (MUR)

COURSE OUTLINE:

- Absenteeism
 - Analysing factors that causes absenteeism
 - Attacking Absenteeism – Time loss, Absentee Camouflage and Complex Causes
 - Solutions for the problem of absenteeism
 - Designing your absentee program
- Assertiveness
 - Developing positive assertiveness
 - Assertive language
- Communication
 - What is communication – models that depict the process of communication?
 - How to listen effectively
 - Studying the nine behavioral skills
- Delegation
 - Understanding the use and importance of delegating
 - Benefits of delegating
 - What to delegate and to whom to delegate
 - Steps to Delegate
- Discipline
 - Tools for Disciplining
 - Common warning signs of Performance Problems
 - The Intervention Process
 - Reasons why employees do not perform up-to-standard
- Diversity
- Goals

- The power of vision
- Why set Goals
- Why do people do not set goals
- The law of Goal setting
- Goal Worksheet

- Leadership
 - Steps to become a successful leader
 - Deming's 14 points for transforming Management/ Leadership

- Management Meetings
 - Problems with meetings
 - The necessary steps to an effective meeting

- Motivation
 - Forms of Motivation
 - Maslow's Hierachy of Needs and Wants

- Presentation Skills

- Organising Your Work-space
 - Rate your skills in terms of paper handling and organizing your workspace
 - Benefits of being organized
 - How Backlogs develop

- Problem Solving
 - Problem recognition techniques
 - Working with an action plan form

- Relationships
 - Importance of good relationship
 - How to nurture relationship of trust

- Stress management
 - Is stress necessary?
 - The sources of stress
 - Bodily reaction to stress
 - Signals and symptoms of burn-out
 - Identifying the root causes of your stress
 - Relaxation techniques

- Time Management
 - Importance of Time Management
 - 15 keys to Effective Time Management

- Total Quality
 - Steps to begin total quality
 - What is quality?
 - Why is quality vital to our survival?
 - Who is responsible for quality?
 - The quality chain
 - How is quality achieved?
 - When is quality achieved?

- Values
 - Value peoples differences
 - Learn our culture
 - How to deal with the dominant culture
 - Life Values
 - Hierarchy of values

- Vision