

SUPERVISION & MANAGEMENT

**A COMPREHENSIVE
RANGE OF TRAINING
INTERVENTIONS**



020 8359 5157
www.skillstrainingcentre.co.uk



DURATION COURSE

1 DAY: 01 COACHING PEOPLE

**2 DAYS: 02 SUPERVISORY &
MANAGEMENT SKILLS (1)**

**2 DAYS: 03 SUPERVISORY &
MANAGEMENT SKILLS (2)**

**2 DAYS: 04 PERFORMANCE
MANAGEMENT**

**1 DAY: 05 NEGOTIATING &
INFLUENCING SKILLS**

**1 DAY: 06 MANAGING DISCIPLINE
& GRIEVANCE ISSUES**

1 DAY: 07 MANAGING ATTENDANCE

2 DAYS: 08 MANAGING A TEAM

**1 DAY: 09 KEEPING CUSTOMERS
HAPPY**

1 DAY: 10 MANAGING YOUR TIME



Stuart Davies

Management training consultant

As a successful training professional, Stuart brings to STC over 14 years of practical experience in management and supervisory skills training, gained with a major blue chip financial services organisation. He has designed and delivered a wide range of training interventions to managers, supervisors and new entrants alike, achieving measurable results in the skills so vital to the success of any company; those of Supervision and Management.

Stuart says “I firmly believe that by concentrating on individual performance we focus on one of the key elements of profitability. At STC, our philosophy is to build on existing skills, introduce new ones and drive performance. Our clients, quite rightly, are looking for a return on their training investment. By focussing on skills and competencies we know we add value”.



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COACHING PEOPLE

Many of the skills and competencies a workforce needs are acquired 'on the job'. In order to ensure an organisation gets the best from this skills transfer it is important that coaches have a strong framework to support them. The course uses an activity based format that provides lots of practice in the art of coaching in a safe environment.

COURSE CONTENT

- ▶ Training and coaching; the difference
- ▶ Qualities of a successful coach
- ▶ Identifying coaching opportunities
- ▶ How to build a coaching session
- ▶ Placing the emphasis for self-development where it should be
- ▶ Constructing and using learning logs
- ▶ Appropriate techniques to match specific situations
- ▶ Giving constructive feedback
- ▶ Monitoring your coaching effectiveness

LINKED PROGRAMMES

- ▶ Supervisory Skills 1 & 2
- ▶ Performance Management

Who would benefit from this course?

All staff who have a responsibility to pass on key skills.

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SUPERVISORY & MANAGEMENT SKILLS (1)

The transition from team member to team leader can often be a challenging one. This programme examines the essential skills and competencies necessary for a successful manager/supervisor.

COURSE CONTENT

- ▶ Identifying the key responsibilities of the role
- ▶ Leadership and management
Is there a difference?
- ▶ Setting and achieving realistic goals
- ▶ Understanding what makes people tick
- ▶ Using a team's key strengths to achieve results
- ▶ Proper prior planning
- ▶ An introduction to Critical Path Analysis
- ▶ The art of effective delegation

LINKED PROGRAMMES

- ▶ Supervisory Skills 2*
- ▶ Performance Management
- ▶ Negotiating & Influencing Skills

*Supervisory Skills 1 & 2 are complimentary. It is strongly recommended that staff new to the role attend both programmes.

Who would benefit from this course?

All first level managers and supervisors that have responsibility for delivering a team's performance.

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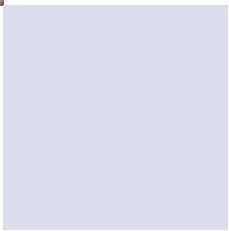
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SUPERVISORY & MANAGEMENT SKILLS (2)

Following on from Supervisory and Management Skills (1), this programme examines and practices the interpersonal skills such as communication, motivation and negotiation so essential in a top performing team.

COURSE CONTENT

- ▶ Deciding what motivates our people
- ▶ Identifying the key motivators in individuals and using them to the benefit of the team
- ▶ What de-motivates people?
- ▶ Active listening skills
- ▶ Non-verbal signals; their importance
- ▶ Questioning skills
- ▶ Building rapport
- ▶ Aggressive, submissive and assertive behaviour
- ▶ Influencing a team's performance using negotiation skills

LINKED PROGRAMMES

- ▶ Supervisory Skills1*
- ▶ Performance Management
- ▶ Negotiating & Influencing Skills

*Supervisory Skills 1 & 2 are complimentary. It is strongly recommended that staff new to the role attend both programmes.

Who would benefit from this course?

All first level managers and supervisors that have responsibility for delivering a team's performance.

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PERFORMANCE MANAGEMENT

For many organisations it is essential to be able to differentiate between staff for reward & recognition purposes. This 2 day programme provides an introduction to this key management tool. It covers all aspects of Performance Management with a particular emphasis on evidencing different performance within similar job roles.

COURSE CONTENT

- ▶ Objective setting
- ▶ Performance measures
- ▶ What are competencies?
- ▶ Understanding and evidencing behaviour
- ▶ Managing poor performers
- ▶ Rewarding excellent performance
- ▶ Expected distribution curve
- ▶ Appraisal interviewing skills
- ▶ Interview practices
- ▶ Coaching techniques and models
- ▶ Giving and receiving feedback
- ▶ Developing people; action planning techniques

LINKED PROGRAMMES

- ▶ Supervisory Skills 1 & 2
- ▶ Managing Attendance

Who would benefit from this course?

All managers and group supervisors who are responsible for managing and assessing performance on a regular basis.

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NEGOTIATING & INFLUENCING SKILLS

Effective negotiating and influencing skills are an essential part of the successful manager or team leader. This programme focuses on the benefits available to the organisation and the team from a pro-active approach to this essential discipline.

COURSE CONTENT

- ▶ The role of the negotiator
- ▶ Planning and evaluating a successful negotiation
- ▶ The value of concessions during a negotiation
- ▶ Defining the limits of the negotiation
- ▶ Dealing with objections
- ▶ The role of self-confidence in negotiations
- ▶ Using a structured approach to negotiating
- ▶ Influencing and it's role in a successful outcome

LINKED PROGRAMMES

- ▶ Supervisory Skills 1 & 2
- ▶ Performance Management
- ▶ Managing Your Team

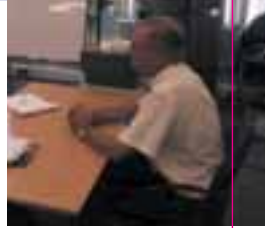
Who would benefit from this course?

All team leaders who have a responsibility for delivering team performance.



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MANAGING DISCIPLINE & GRIEVANCE ISSUES

A successful organisation must have an effective disciplinary and grievance procedure. This workshop examines the current laws and looks at ways of interpreting the legislation in a fair and even-handed way. It considers the rights of the employer as well as the individual and discusses a number of tools designed to improve performance in this area.

COURSE CONTENT

- ▶ The employer's and the employee's responsibilities within the current law
- ▶ Identifying the necessary management skills
- ▶ Disciplinary and capability situations
- ▶ The difference between formal and informal action
- ▶ The value of good coaching in disciplinary and capability situations
- ▶ Defining a grievance
- ▶ Identifying potential disciplinary and grievance issues
- ▶ Running a discipline/capability meeting

LINKED PROGRAMMES

- ▶ Supervisory Skills 1 & 2
- ▶ Performance Management
- ▶ Managing Your Team

Who would benefit from this course?

All team leaders who have a responsibility for delivering team performance.

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MANAGING ATTENDANCE

Absence levels can have a significant impact on an organisation's profitability. This workshop looks at practical ways supervisors and managers can positively influence absence levels in the work place.

COURSE CONTENT

- ▶ Why do people come to work?
- ▶ Identifying the underlying causes of absence
- ▶ Long term and short term sickness issues
- ▶ A consideration of attendance procedures
- ▶ Return to work interviews
- ▶ Preparing for an attendance review meeting
- ▶ Practice running an attendance review
- ▶ The importance of follow-up

LINKED PROGRAMMES

- ▶ Supervisory Skills 1 & 2
- ▶ Performance Management
- ▶ Managing Your Team
- ▶ Managing Discipline and Grievance Issues
- ▶ Negotiating and Influencing Skills

Who would benefit from this course?

All team leaders who have a responsibility for delivering team performance.

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MANAGING A TEAM

This highly participative foundation programme provides supervisors and managers with an insight to many of the skills needed to achieve the results required to achieve an organisation's overall objectives.

COURSE CONTENT

- ▶ Management styles
- ▶ The difference between leadership and management
- ▶ Understanding what is good performance
- ▶ Analysing a team's strengths and weaknesses
- ▶ The desired outcomes from appraisals or performance management systems
- ▶ Objective setting
- ▶ The art of delegation
- ▶ What motivates people?
- ▶ Effective 'on the job' training
- ▶ What makes a good coach?

LINKED PROGRAMMES

- ▶ Supervisory Skills 1 & 2
- ▶ Performance Management
- ▶ Negotiating and Influencing Skills

Who would benefit from this course?

All managerial and supervisory staff that have a responsibility to deliver results through effective team management.

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KEEPING CUSTOMERS HAPPY

Customer relationships are a vital factor in an increasingly competitive market-place. This workshop emphasises the value of putting the customers first. It employs a range of easy to implement techniques and tools to enhance an individual's customer service.

COURSE CONTENT

- ▶ What does customer care mean to the organisation?
- ▶ Your definition of good customer care
- ▶ Who are your customers?
- ▶ External and internal customers
- ▶ Active listening skills
- ▶ Establishing customer rapport
- ▶ Taking responsibility for the company
- ▶ Dealing with difficult customers
- ▶ Creating the right impression

LINKED PROGRAMMES

- ▶ Supervisory Skills 1 & 2
- ▶ Managing Your Team
- ▶ Negotiating and Influencing Skills

Who would benefit from this course?

All staff who regularly deal with customers: both on a face to face and a telephone basis.

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MANAGING YOUR TIME

The effective management of an individual's own time is a major factor in the overall profitability of an organisation. The more people meet deadlines the greater the contribution to profit. This comprehensive programme allows delegates to look at the way they operate now, examine new ways of working and construct a development plan for the future.

COURSE CONTENT

- ▶ How poor time management costs money
- ▶ Getting your priorities right
- ▶ Dealing with interruptions
- ▶ Personal time management tools
- ▶ Getting the best out of a meeting
- ▶ The art of delegation
- ▶ Project planning; an introduction to Critical Path Analysis
- ▶ How stress affects time management
- ▶ Devising a personal development plan

LINKED PROGRAMMES

- ▶ Supervisory Skills 1 & 2
- ▶ Performance Management
- ▶ Negotiating and Influencing Skills

Who would benefit from this course?

All managerial, supervisory and administrative staff who have meet deadlines and prioritise tasks for themselves and others.



OTHER TRAINING COURSES

**We can also offer training courses
in the following areas:**

- ▶ **NEW ROADS & STREET WORKS**
- ▶ **HIGHWAY INSPECTION
(TECHNICAL & LEGAL)**
- ▶ **CARETAKER & BUILDING
MAINTENANCE**
- ▶ **WINTER SERVICE**
- ▶ **CONFINED SPACES**
- ▶ **FIRST AID AT WORK**
- ▶ **REFUSE, RECYCLING
& STREET CLEANSING**
- ▶ **GROUNDS MAINTENANCE**
- ▶ **PLAYGROUND INSPECTION**
- ▶ **CONSTRUCTION PLANT**
- ▶ **COMMUNITY TRANSPORT**

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