1. Course Details:

Course Code : SFMM-003
Course Title : Development of Managerial and Supervisory Skills for Managers and Supervisors
Course Duration : 5 Days

2. Course Overview:

- Development of Managerial and Supervisory training course provides an understanding of the issues which allow for effective management and supervision, such as proactive planning, understanding of customer relations, effective time management, proper communication and understanding human interaction, helping new managers and supervisors know how to use productive leadership and management techniques.

- Course also will provide you with the opportunity to develop highly effective supervisory skills that will strengthen teamwork and organizational success. Also, this course will help you manage everyday operations with greater ease.

3. Learning Outcomes:

- Understand and develop skills necessary for new managers and supervisors
- Learn how to set goals and plan effectively and efficiently
- Develop abilities to support strategic thinking and customer focus
- Learn how to establish and maintain effective time management techniques
- Develop and use positive techniques to build effective working relationships
- Apply concepts of team building, team performance and motivation
- Understand how to develop productive communication techniques
- Understand the importance of performance standards, goals and objectives
- Develop personal and team action plans to accomplish work and improve performance

4. Course Contents:

Leadership Skills Required of a New Manager and Supervisor

- Understanding of your management and supervisory leadership skills and development needs
- Challenges managers and supervisors face in a VUCA world
- The difference between leadership and management and the role of the manager
- Identifying how organizations evolve and change over time
- The new thinking about leadership in today's successful organizations
- Understanding the managers role in supporting strategic management and customer focus

Importance of Goal Setting and Planning for a New Manager and Supervisor

- Developing goals and objectives that align with the company's strategic and business plan
- Developing and maintaining personal goals, objectives and actions
- Developing a concept of planning based on recognized tools and approaches and standardized principles
- Identifying the role of stakeholders in effective planning
- Using a planning process to set planning goals and get work started
- Developing and implementing goals and plans with your team

Time Management and Communication as Effective Disciplines for New Managers and Supervisors

- Understanding how time is used in the working situation by self and others
- Determining the challenges for effective time management
- Using a process to identify time issues and solutions to the issues
- Learning how delegation and empowerment are used in time management
- Using effective communication to foster efficiency
- Understanding the impacts of verbal and non-verbal communication on time management and performance

How New Managers and Supervisors Build Effective Working Relationships

- Characteristics of effective working relationships
- Identification of the personal communication and relationship building styles and approaches
- Exploring your strengths and challenges when building working relationships
- Tools and approaches to support the development of trust with colleagues and others
- Understanding stages of team development and how it can be supported and managed
- Understanding how to work effectively with different personalities and styles

Developing Personal and Work Group Improvement Plans

- Encouraging and supporting innovation and creativity leading to improvements
- Understanding and managing interpersonal work group dynamics and relationships
- Identification of the differing responses to change within teams and colleagues
- Dealing with change resistance
- Developing action plans for personal and work group improvement

5. Our Methodology:

- Make coaching and monitoring innovative and using modern

- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.
- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

8. Who Should Attend?

- Managers and Supervisors
- Personnel who have recently been appointed to a new management or supervisory position
- Who are desirous of a managerial and supervisory position?
- Who are responsible for managing any type of group or team and representatives of all functional disciplines from any type of industry, business or organization, including the service industry?