



## **Workshop on Leadership and Management Skills for New Managers and Supervisors**

June 27 – July 1, 2022, 1<sup>st</sup> Run: Lagos & Port Harcourt

December 5 – 9, 2022, 2<sup>nd</sup> Run: Lagos & Abuja

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N180, 000 per Participant

**For online:** Delivery via Zoom

Time: 9am – 4:00pm everyday

**Online course fee:** N150, 000 per Participant

**Available for In-plant Training**

**USD Equivalent for foreign  
Participants**

### **Program overview:**

This program 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/supervisors know how to use productive leadership and management techniques.

### **For whom:**

This program is designed for all Front Line Managers, Supervisors and Team Leaders who need skills in creating and sustaining employees' engagement for improved productivity in the workplace.

### **Learning objectives:**

At the end of this program, participants will be able to:

- Develop skills necessary for new managers/supervisors
- Learn the importance of managing with strategic thinking
- Learn how to set goals and plan effectively and efficiently
- Develop ability to establish a customer focus in management
- Develop positive interpersonal techniques for better people relationships
- Improve their ability to make higher quality decisions
- Apply concepts of team building, team performance and motivation
- Learn how to establish and maintain time management techniques
- Understand the role of stakeholders and learn techniques of stakeholder management
- Understand how to develop productive communication techniques
- Understand the importance of performance standards, goals and objectives
- Develop improvement plans to accomplish work and improve performance

### **Course outline:**

#### **Day One: Leadership Skills Required of a New Manager/Supervisor**

- Development of management and leadership skills
- Challenges supervisors face in dynamic, changing organizations
- Identifying the life cycle of organizations
- The role of leadership in today's successful organizations
- Understanding the role of strategic management in leadership
- The importance of leadership for a customer focused organization

#### **Day Two: Goal Setting and Planning Management for a Manager/Supervisor**

- Setting goals and objectives that align with the company's business plan
- Developing a concept of planning based on standardized principles
- Identifying the role of stakeholders in effective planning
- Using a planning process to set planning goals and get work started
- Integrating objectives, scope, work structure and management planning

**Day Three: Time Management and Communication as Effective Tool for New Managers/Supervisors**

- Developing good time management / Setting Priorities
- Using a process to identify time issues and solutions to the issues
- Learning how empowerment is used in time management
- Importance of leadership and communication methods
- Learning the impact of verbal and non-verbal communication
- Developing an active listening communication style

**Day Four: How New Managers/Supervisors Build Effective Interpersonal Interactions**

- Characteristics of interpersonal interaction for individuals
- Identification of the personal interaction styles
- Individual strengths and challenges of interpersonal interaction styles
- Successful interpersonal interaction develops trust
- Stages of team development and the supervisor's role in each
- Understanding how people work better using varied interaction types

**Day Five: Developing Personal and Work Group Improvement Plans**

- Encouraging innovation and improvement as a supervisor
- Understanding interpersonal work group dynamics
- Managing change
- Dealing with people who do not want change
- Developing an action plan for personal and work group improvement

**LOCATIONS**

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri Hotel, 4 Okwuruola Street, Off Stadium Road, Rumuola, Port Harcourt

**Open Course Fee: N180, 000**

In-plant Fee Negotiable

**WORKSHOP FEE:**

**N180, 000 per participant, VAT – N13, 500.**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8145745664, 234-8184727337**

**24/7 Lines: 234-8068933608, 234-8029170491 & 234-8051365946**

**Training Methodology**

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.