



Workshop on Mastering Supervisory Skills

March 18 – 22, 2024, 1st Run: Lagos & Port Harcourt

October 28 – Nov. 1, 2023, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N250, 000 per Participant

For online: Delivery via Zoom

Online course fee: N200, 000 per Participant

Available for In-plant Training

**500 U\$D for foreign
Participants**

Program overview:

Becoming a manager is hard enough, but making the transition from colleague to boss is even tougher and comes with its own set of unique challenges. It is not enough that supervisors run the business and oversee their staff, but they must contribute to the bottom line. This 5 days' course is an in depth and interactive program designed to help experienced and newly appointed supervisors take charge of their roles and responsibilities and develop the required skills and approach they need to perform effectively in a modern organization.

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:

- extend their understanding of the supervisor's role and the processes of managing up, down and across the organization;
- develop a strategy for enhancing the effectiveness of their teams;
- develop a strategy to support and develop the performance of each member of their staff; and
- review their personal working practices and managerial style.

Course outline:

Day One: The Supervisor's Role and Competencies

- Roles and responsibilities of the supervisor
- The competency concept – measuring actual behaviours against the role
- Understanding organizational culture
- Developing a network of relationships and influence

Day Two: Delegation and Management Style/Team-Working and Leadership

- Delegation skills and empowerment
- Management style – 'situational' & 'differential' leadership models
- Group dynamics and team formation,
- Conflict and conformity in group situations
- Problem solving and decision making
- Managing team meetings

Day Three: Communication Skills/Managing Performance and Relationships

- Improving communications and relationships,
- Dimensions of staff performance
- Practical motivation,
- Appraisal – case studies in performance management
- Coaching and developing staff – the skills of on-job training

Day Four: Managing Performance and Relationships/Personal Effectiveness and Time Management

- Developing Assertiveness Skills,
- Developing People Management Skills
- Constructive criticism – giving and receiving,
- Discipline
- Fundamental principles for time management
- Managing time with other people in mind
- Planning and priority setting,
- Interruptions and accessibility
- Understanding stress and managing stressed staff

Day Five: Managing change and continuous improvement/action planning

- Concept of continuous improvement
- Improving systems and processes – engaging and enthusing the team
- Creative thinking techniques,
- Implementing change
- Influencing skills – making an case and managing the 'politics'
- Action planning and program review

Training Methodology

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

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. Ekuinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N250, 000

In-plant Fee Negotiable

WORKSHOP FEE:

N250, 000 per participant, VAT –N18, 750

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: 234-8051365946, 234-7087578814

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