

Bio  
Pharma  
Chem

Skillnet,

## Supervisory Management – 2 day



Delivered by:



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# Enhance the Performance of your Team as a Supervisor

People are the most valuable resource in every organisation and therefore the role of the Supervisor is vital. However, for Supervisors in organisations today, overseeing work-flow is not enough, instead they need to inspire and develop their people, deal with change, handle difficult situations, control performance and mentor their teams. This two day programme is focused on providing all the skills required to be an excellent Supervisor and so improve overall performance and productivity .

This course takes place over two days.

## Who should attend?

This programme is aimed at individuals who wish to:

- Implement the skills of effective people management
- Acquire a range of supervisory skills
- Develop excellent communication and interpersonal skills
- Demonstrate confidence to deal with challenging situations as they arise
- Build a culture of co-operation through talent management techniques

## How will you learn?

On completion of this programme, participants will have acquired a range of best practice management skills to ensure success in managing others - as well as themselves.

# The Programme

## Day 1 - Communication

- Your role and responsibility as a Supervisor
- The traits of an effective Supervisor
- Communication styles and techniques – recognising styles and adapting communication accordingly
- Barriers to effective communication
- Communicating difficult messages – effective listening
- The benefits of a positive attitude
- Personality profiling – recognising how to communicate and negotiate with different personality types (Kiersey)

## Day 2 – Leadership/Motivation

- Characteristics and styles of leadership
- Understanding leadership styles and values
- The importance of leading – task, team, individual
- Evaluating your management style
- Managing others to bring out the best
- Effective and confident delegation
- Being a good motivator in your role
- Motivating factors other than monetary
- Managing performance and under performance
- Key components of the performance planning process
- The purpose and scope of feedback – giving and receiving same

This training is delivered on behalf of BioPharmaChem Skillnet by Irish Business Training Ltd. For further information please contact [training@bpcskillnet.ie](mailto:training@bpcskillnet.ie) or phone 087 997 0848

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