



**SPARTAN**  
Allied Services

*Deliver Results - Create Value*

# **SUPERVISORY SKILLS DEVELOPMENT**

Training Course Outline

## Program Overview

Transitioning from a non-leadership position to a leadership role is a daunting task for most people. The first few months in their new role is a period of acclimatization, under heavy scrutiny and with almost unrealistic expectations on outcomes. If they successfully make it through this transition phase, they are then given the long-term assignment of managing other employees' performances and output, along with delivering on their own, and are in a constant state of balancing their direct reports' professional needs with the organization's strategic objectives.

It goes without saying that without the proper development initiatives, many talented supervisors with solid work ethic and true potential can fall by the wayside, victims of a lack of overall guidance and skill enhancement. We at SAS Management do not wish to set up such talented individuals for failure. The Supervisory Skills Development Training Course will provide your first-level operational leadership staff with the mindset, tools and techniques to accelerate your supervisors' learning curve, make them considerably more effective at what they do and ultimately achieve their primary purpose: to make every employee reporting to them better.

## Duration

Two days, preferably consecutive. The training course may be compressed into one day, with the omission of selected chapters at the client's request.

## Learning Objectives

At the end of the training course, participants will understand:

- The supervisor's role within the organization
- Their routine duties and responsibilities
- How to efficiently transition to a leadership role
- The major leadership styles and management skills and when to use each
- The basics of effective communication
- How to manage perception within the workplace
- How to use influence to achieve objectives
- Build synergy in the workplace and develop an extraordinary team
- How to create effective performance management tools
- How to coach and mentor for optimal results
- The fundamental approaches to conflict resolution
- Basic problem-solving skills and how to apply it in the workplace
- How to effectively manage time and stress

## Target Audience

The training course is constructed to be most beneficial for employees recently promoted to a leadership role. However, tenured leaders at both the operational and tactical levels will also find the content useful in advancing their management and people skills

- Newly promoted supervisors and managers
- Tenured operational and tactical leaders
- Individual contributors overseeing specific teams
- Project leaders
- Department and committee heads

- Human Resources staff involved in employee engagement
- Learning and Development staff focusing on Organizational Development

## Program Structure and Outline

- Defining the supervisor's role
- The Core Competencies of the supervisor
  - Katz' Managerial Skills
    - Technical Skills
    - Interpersonal/Human Skills
    - Conceptual Skills
- Technical Skills
  - Operational Skills and Knowledge
  - Time Management
    - Delegation
    - The Kanban Method
- Human/Interpersonal Skills
  - Leadership
    - Leadership Styles
    - Influence in Operational Leadership
  - Effective Communication
    - Berlo's Communication Model
    - Communication Types
    - Barriers to Effective Communication
  - Coaching and Mentoring
    - SMART Goals
    - Positive Scripting
    - WIFM?/Maslow's Hierarchy of Human Needs
    - The GROW Model
  - Conflict Management
    - Sources of Conflict in the Workplace
    - Thomas-Kilmann Conflict Mode Instrument
    - The Five Conflict Management Styles
- Conceptual Skills
  - Diagnostic Skills
    - Effective Questioning
    - The Five Whys
  - Creative Thinking Skills

## WHY CHOOSE SAS MANAGEMENT?

### WE DELIVER RESULTS

SAS Management, Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only AXELOS Consulting Partner in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above-average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

### WE CREATE VALUE

SAS Management, Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting, but rather ensuring that these are the things that our clients really need. This is why SAS Management, Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

## PARTNERS & AFFILIATES

