



# *Supervisory Management*

*ref: imp*

How a team operates depends very much on how the leader interfaces with the members. Participants will learn about the expectations of the supervisor, and the skills the supervisor uses to achieve the desired results. How the supervisor can effectively work his team members will also be covered.

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## **Objective**

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

- a) Understand their roles, functions and duties as an effective supervisor
- b) Understand the required leadership and management skills to guide the team
- c) Know and internalise the concept for self leadership

## **Content**

- Mission, vision and core values
- The changing work environment
- Expectations of a supervisor
- Leadership skills
- Collaborative teamwork
- Sales-leadership
- Personal action Plan

## **Approach**

Lecture, exercises, role play

## **For Whom**

Managers, Supervisors and all staff

## **Duration**

Two days