Course Overview:

This course provides the essential skills and knowledge that you will need as a supervisor to develop goals and objectives and plans to achieve them, solve problems and make effective decisions, and obtain the best possible people to staff the organization.

Course Objective:

- Utilize a systematic approach to make decisions and solve problems.
- Apply ethical codes and standards to make decisions that are good for both the organization and society.
- Create plans by applying appropriate planning tools and setting SMART goals and objectives.
- Identify elements of typical organizational structures.
- Describe how to utilize groups and teams for maximum effectiveness and efficiency.
- Describe and apply best practices for hiring, training and evaluating employees.

Course Outline:

1. Planning and Setting Goals and ObjectivesAt the conclusion of this module you will be able to explain the process of setting goals and formulating plans and the importance of each. In addition, you will learn about various types of short and long term plans and policies and their impact on the job of a supervisor. Finally, you will be able to explain the purpose and process of project management and interpret and use key project management tools to improve planning. Lecture notes in PDF format are available in the RESOURCES section.

2. Problem Solving & Making Ethical DecisionsIn this module you will learn how to solve problems and make decisions in a systematic, rational manner as well as the influence of intuition in the decision making process. You will further understand and be able to apply ethical standards to develop solutions that are best for both the organization and its stakeholders and society at large.

3. Organizing Work, Groups and TeamsAt the end of this module you will be able to explain the process and importance of organizing and its relationship to planning. You will further understand how the structure of an organization and its leadership affects the role of supervisors and their authority and responsibility in accomplishing departmental and organizational goals. You will also understand the challenges and benefits of working with groups and teams and how to make said interactions positive and productive.

4. Staffing, Training and Appraising EmployeesIn this module you will learn the importance of finding, recruiting, selecting and training the very best employees to further the accomplishment of organizational goals, and the very large part supervisors play in the process.

Who Should Attend:

- Supervisors
- Team leaders
- Employees who are being prepared to a supervisory skill

Training Language:

EN

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation