

# Effective Supervision Training

Developed by ICVA/CIS Training Centre – Belgrade

## Training Purpose and Description

Supervisory work is being used across all levels of organisation, from top management down to core of operations. The supervisor's post is one of the most demanding, requiring high quality performances, which directly manifests its impact on the quantity, quality and cost of output as well as on the motivation and morale levels of workers in his/her section.

How are you developing, sustaining, and therefore retaining, the best members of your workforce? What are you doing to maintain a complement of skilled and competent supervisors? Training is certainly one way by which a supervisor can be helped to acquire optimum levels of supervisory knowledge, skills and attitudes.

The Effective Supervision course presents concepts, strategies, and models that will direct supervisors toward the development and utilisation of supervising principles and practices. This training will assist them in acquiring necessary skills to allow their company/organisation to efficiently and effectively accomplish its goals.

The Effective Supervision Training is based on 5 core principles/techniques of Results Based Supervision: **coaching, motivation, support, monitoring and appraisal** of staff. Gaining and utilising these skills will assure the best performance of your companies operations.

## Participants will learn:

- How effective are their supervisory skills?
- How to change their leadership style to suit the person and the task
- When to direct, delegate, coach, motivate, and support
- The qualities of effective teams and how to assess their own team's performance
- Communication skills, persuasive writing, presenting, and most important – listening
- How to manage top performers and under-performers
- Giving praise or negative feedback
- How to manage and introduce 'change'
- Supervisory Roles: how to be a role model, manager, coach, motivator, appraiser, etc.

## Learning Methods & Practical Tools

The course will use a combination of lecture-discussions, simulation-exercises, role-plays, case studies, exemplary models, useful hand on tips and tricks, ready made sample forms, etc.

## Who should attend this Training

This training is suitable for supervisors, team leaders, all levels managers and staff using coaching, supervision and support of other individuals and teams in their everyday work.

**Training Duration:** 2 days

**Training Facilitation:** Lidija Vasiljevic, ICVA/CIS Human Resources Officer

**Working Language:** Serbian



## **TRAINING AGENDA**

### **DAY 1**

---

- 09:30**      **Arrival and registration of participants**
- 09:45**      **Introduction and Warm-up**
- 10:00**      **Tasks of supervisor – Supervisor’s Roles:**
- Supervisor as Individual
  - Supervisor as Role Model
  - Supervisor as Manager
  - Supervisor as Communicator
  - Supervisor as Coach
  - Supervisor as Motivator
  - Supervisor as Monitor
  - Supervisor as Leader
- 11:30**      **Refreshment Break**
- 11:45**      **Leadership**
- Types of leadership: types of leaders
  - How to adjust to the individual/group
  - Developing leadership skills
  - Situational leadership – Test
  - Exercise
- 13:00**      **Lunch**
- 14:00**      **Team Work**
- Tasks of the group leader
  - How to organise and perform Group supervision
  - Personal learning and growth in the group
- 15:15**      **Refreshment Break**
- 15:30**      **Solving Problems and Making Decisions**
- The decision-making process/style
  - Group decision making
  - Solving problems in a group
- 16:10**      **Role-Play Exercises**
- 16:45**      **Wrap up discussion and End of DAY 1**



## DAY 2

---

- 09:45**      **Introduction to the day/warm up**
- 10:00**      **Individual Supervision – Coaching**
- What is Coaching/Coachers roles
  - Coaching techniques
  - Applicability
  - Follow-up
- 11:15**      **Refreshment Break**
- 11:30**      **Monitoring**
- The role of monitor
  - Monitoring techniques
  - Monitoring aspects
  - Monitoring and supervision
  - Facilitation in medium size groups – Exercise
- 13:00**      **Lunch**
- 14:00**      **Communication and Motivation**
- Learning process through communication
  - Support by active listening
  - Communicating problems to supervised staff
  - Motivating newcomers
  - How to regain/reintroduce motivation
  - Exercise
- 15:30**      **Refreshment Break**
- 15:45**      **Organising an Effective Department/Section**
- What is organising – Basic organising concepts
  - Organising your employees
  - Empowering others through delegation
- 16.30**      **Performance Appraisal**
- Performance appraisal techniques
  - Performance appraisal forms and reports
  - Follow up steps
  - Exercise
- 17:00**      **Wrap-up discussion, Evaluation and Certificates Awarding**

