

OUTLINE PROGRAMME

Supervisory Management Skills in a Nutshell

- 1 Communication Skills**
 - a. Non verbal communication
 - b. Body language
 - c. Eyes ('the mirrors of the soul')
 - d. Verbal communication skills
 - e. Listening skills
- 2 Assertiveness Skills**
 - a. A question of confidence
 - b. Assertion, non assertion and aggression
 - c. A word about 'rights'
- 3 Leadership Skills**
 - a. Defining leadership
 - b. Key differences between managers and leaders
 - c. Coping mechanisms
 - d. Coping with power and authority
 - e. Qualities of a good leader
 - f. What makes a leader?
- 4 Time Management**
 - a. Effective or efficient?
 - b. Time thieves
 - c. Procrastination
 - d. Delegation
- 5 Dealing with Disciplinary Matters**
 - a. Coping with discipline, grievance and appeals
 - b. Why have disciplinary rules and procedures?
 - c. Dismissal
 - d. Disciplinary, grievance and appeals procedures
 - e. Dealing with difficult people
- 6 Working with Budgets**
 - a. Why does finance matter?
 - b. What should I be aware of?
 - c. I don't do maths!
 - d. Budgets
 - e. Simple definition of a budget
 - f. Where does budgeting start?
- 7 Coping with Stress**
 - a. What is stress?
 - b. What is work related stress?
 - c. Can stress affect health?



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