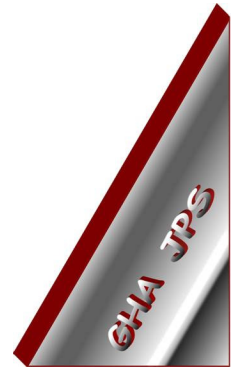


## OUTLINE PROGRAMME

### A New Supervisor's Programme

- 1 The Role of the Supervisor**
  - a. Working relationships
  - b. Demands, constraints and choices
  - c. Organisational priorities
- 2 Leaderships and Teamwork**
  - a. Role of the leader
  - b. Leadership styles
  - c. How teams form
  - d. Roles with the team
  - e. Characteristics of effective teams
- 3 Getting Organised**
  - a. What needs to be organised?
  - b. The daily round
  - c. The common task
  - d. Handling interruptions
  - e. Controlling resources
  - f. Scheduling work
- 4 Setting Objectives and Solving Problems**
  - a. Recognising and setting objectives - personal and organisational
  - b. Analysing problems
  - c. Decision making
- 5 Delegation**
  - a. Advantages and disadvantages
  - b. When to delegate and who to
- 6 Motivation**
  - a. Why do people work?
  - b. Motivational theories
  - c. How can we motivate?
- 7 Communication**
  - a. Theory and practice
  - b. Listening and questioning
- 8 Discipline and Grievance Handling**
  - a. Procedures
  - b. Principles and processes of discipline and grievance handling
  - c. Nipping it in the bud
- 9 Meetings**
  - a. Organising a meeting
  - b. Chairing a meeting
  - c. Attending a meeting
- 10 The Supervisor as a Trainer**
  - a. The role of a supervisor as a trainer/coach
  - b. Systematic approach to job instruction
  - c. Practice in applying that approach



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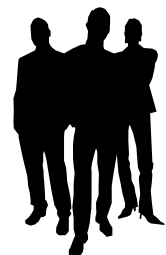
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