



EFFECTIVE SUPERVISION COURSE OUTLINE

The course covers among other things the following aspects;

Introductory part

- What is Supervision
- The importance of Supervision in the workplace
- The difference between Supervisory and Technical work

Generic Roles of a Manager

- Planning (GMR, ASKIC and RACI Chart models)
- Leading
- Organising
- Co-ordinating
- Controlling

DVD

- The Unorganised Manager 1 & 2
- Discussion

Developmental Roles of a Manager

- Delegation (elements/barriers/dos and don'ts)
- Coaching and Mentoring (the GROW model)

DVD

- Successful Coaching
- Discussion

Motivation and Leadership Roles of a Manager

- Motivation theory in brief
- Maslow's Hierarchy of Needs at work
- Leadership styles
- The Managerial Grid
- Situational Leadership

DVD

- Leadership Styles
- Discussion

Stephen Covey's 7 Habits of Highly Effective People

Managing Subordinates

- Challenges and Expectations.
- Qualities of a good supervisor.
- 10 mistakes Supervisors make.

Discipline

- Causes of disciplinary problems at the work place
- Managing discipline
- Disciplinary case handling tips

Grievances and Complaints

- Causes
- How to handle grievances and complaints in the work place.
- Self assessment and conclusion.

The Labour Act

- Interpretation of the Labour Act sections

DVD

- The Successful Supervisor