

## **SUPERVISORY DEVELOPMENT PROGRAMME**

- DAY 1:** Programme Introduction  
ILM Accreditation process  
Understanding and planning change in the workplace  
Problem Solving  
Decision Making
- DAY 2:** Building the team  
Motivating to perform in the workplace  
Coaching & Training your team
- DAY 3:** Managing Customer Service  
Continuous Improvement  
Managing performance
- DAY 4:** Giving briefings and making presentations in the workplace  
Managing conflict in the workplace
- DAY 5:** Achieving objectives through time management  
Organising and Delegating  
Effective meetings for managers  
Effective Management – Performance Reviews
- DAY 6:** Introduction to Leadership  
'Challenges and Opportunities of Leading your Team'  
Guest Speaker – Questions and Answers.  
Self assessment – Leadership Competence & Emotional Intelligence
- DAY 7:** Understanding the communication process in the workplace  
Negotiation  
Feedback Skills
- DAY 8:** Presentation Skills  
Presentations on Assignments  
Tutorials – one to one coaching