



University  
College of the Caribbean

Corporate Education

& Management Services Solutions

17 Worthington Avenue, Kingston 5

Tel# 935-0997 / 0977 / 0999 Fax # 929-8044

Email: [executiveed@ucc.edu.jm](mailto:executiveed@ucc.edu.jm)

## Supervisory Management Level 1 Training Seminar

### **Who Should Attend:**

The target audience for this training seminar is supervisors who have little or no prior formal training in supervisory management.

**Duration:** 2 days

**Prerequisite:** None

### **Objectives:**

At the end of this training seminar participants will:

- Demonstrate an understanding of the nature of supervision
- Understand the functions and roles of a supervisor
- Learn the various leadership styles
- Understand human behaviour and the elements that influence employee behaviour
- Communicate more effectively with colleagues and subordinates

### **Content:**

- Nature of management (supervision)
- Planning and organizing
- Setting goals and objectives
- Leadership styles
- Making the change to being a supervisor
- Functions and responsibilities of supervisors
  - Roles of supervisor
- Communication
  - Key elements of communicating (The Communication Process)
  - Organizational Structure and Communication
  - Handling objections from subordinates & colleagues
  - Limiting the value of feedback (good & bad) and responding appropriately
- Understanding human behaviour
  - Typical behaviours
  - Facts influencing human behaviour in the workplace