



University
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Corporate Education

& Management Services Solutions

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Supervisory Management Level 2 Training Seminar

Who Should Attend:

The target audience for this training seminar is supervisors, managers, head of departments and anyone with supervisory responsibilities.

Duration: 2 days

Prerequisite: Supervisory Management Level 1

Objectives:

At the end of this training seminar participants will:

- Master the art of delegation
- Acquire skills to enhance productivity and performance
- Establish strategies to motivate and build staff morale
- Understand how to manage staff performance
- Appropriately manage/resolve conflicts

Content:

- Productivity improvement techniques – setting basic clear performance indicators
- Using motivational techniques to build staff morale
- Team building and leadership
- Appraising staff
- Delegation is an 'Art'
- Grievance procedure and the role of the Supervisor
- Conflict Resolution
- How job satisfaction influences staff morale
- Basic Elements of Time Management