



جمعية المهندسين البحرينية - مركز التدريب
Bahrain Society of Engineers - TRAINING CENTRE

Training Workshop

Supervisory Skills

Participants on this course will gain insight into the basic responsibilities of supervisors. Building on an understanding of earlier workplace skills, participants will be equipped with the competencies they need to be successful as supervisors



*How to be a
Successful
Supervisor...*

Date/Time

**03-07 November 2019
8.00 am - 2.00 pm
Manama,
Kingdom of Bahrain**

For Registration & Inquiries:

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Email: bsetraining@batelco.com.bh

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BQA Seal of Recognition

Course Fee

BD 390

Introduction

It has been observed that supervisors have one of the most difficult and challenging roles in an organisation - mainly due to the fact that they are the link between the physical, day-to-day operations of the business, and the wishes of management, which seldom see eye-to-eye with each other!

Supervisors who have advanced into positions of responsibility require new skills to fulfil their role. These skills are different to those they learnt in earlier positions. Supervisory skills involve more subtle and challenging techniques of people-management, productivity enhancement and business understanding - essentially, supervisors are both people-managers and process-managers!

This course recognizes and addresses the need of supervisors to understand and influence work quality, employee morale, productivity, costs and safety.



Objectives

Participants on this course will gain insight into the basic responsibilities of supervisors. Building on an understanding of earlier workplace skills, participants will be equipped with the competencies they need to be successful as supervisors.

Special attention will be paid to the challenges and obstacles typically faced by supervisors, with guidance as to how to overcome these successfully. Participants will be encouraged to positively take on the challenge facing them to influence those organisational outcomes they can.

After attending this course, participants should be able to:

- Understand the essence of behavioural science as it applies to the practice of supervision
- Describe the fundamental competencies required by successful supervisors
- Discuss and apply the various approaches to motivating employees and team members
- Explain and apply the situational leadership model
- Understand and take advantage of a model promoting sound interpersonal relations
- Describe what constitutes an effective team, and how the supervisor can facilitate this
- Describe the difference between effort and results; knowledge and competency
- Describe the fundamentals of a performance management system
- Develop a basic competency profile
- Name the five elements of emotional intelligence
- Apply the theory of social styles in order to achieve more effective interpersonal interactions
- Know when and how to delegate
- Describe the four stages of development of a typical team

Course Outline:

Day 1 (Planning & Organizing)

- Key elements of business management
- Business planning
- Setting goals and measuring progress
- Strategy & Tactics
- The strategic planning cycle
- Benchmarking
- Critical success factors & KPI's
- Reporting & Follow-Up
- Thinking & acting strategically
- Practical exercises:
 - Drawing up Action Plans
 - Designing appropriate KPI's
 - Module Test

Motivating staff

- Setting SMART goals for employees
- Focusing on outcomes instead of activities
- How to improve performance
- Balanced Scorecard system
- KPI's in more detail

Day 2 (Motivating staff *continued*)

- RACI Charts to clarify responsibilities
- How to manage conflict constructively
- Employee Engagement
- How people learn
- Emotional Intelligence
- Practical exercises:-
 - Practice at setting SMART goals
 - Case Study – “Leadership That Works In The Middle East”
 - Practice at designing and using RACI Charts
 - Self-evaluation – Measuring my EQ; Action Plan to enhance my emotional intelligence
 - Module Test

Team-Building

- Social Styles
- High-performing teams
- Handling conflict
- Belbin's Team Roles
- Using GANTT Charts
- Applied practice:
 - Self-evaluation - What is my Social Style? How to use Social Styles to enhance my leadership effectiveness

Day 3 (Team-Building *continued*)

- Applied practice:
 - Interpersonal Behaviour Game - Red/Blue
 - Simulation - Two teams negotiate with each other
 - Module Test
- Control & Follow-Up
 - Assertiveness
 - Emotional Intelligence
 - Planning
 - Additional practice:-
 - Practice at being assertive
 - Self-evaluation – Communications Skills Self-Assessment
 - Honesty Quiz about Listening
 - Personal Quiz on Communication Habits
 - True or False Test on Communications

Day 4 (Control & Follow-Up *Continued*)

- Leadership
- Delegating
- Action Plans
- Quality Management
- Lessons Learned
- Additional practice:-
 - Self-evaluation - What is my Leadership Style? How can I enhance my leadership effectiveness by adjusting my style?
 - Calculating Earned Value as a control technique
 - Module Test

Problem-Solving

- Barriers to creativity
- Problem-Solving methodology
- Decision-making styles
- Left vs Right brain thinking
- Deming's 3-stage Planning Cycle
- Toyota's 5-Why tool
- Applied practice:
 - Practice at Problem-Solving
 - Practice at applying creativity to problem-solving
 - Module Test

Day 5 (Time Management)

- Procrastination
- Assertiveness
- Pareto Analysis
- Urgent vs Important
- Using a Daily “To-Do” List
- The Covey Time Matrix
- Six Critical Questions to Ask
- Applied practice:
 - Practice at using an analysis sheet to see where time is wasted
 - Module Test

WHO SHOULD ATTEND?

Supervisors, Junior Managers, Project Team Leaders, Foremen, and all other personnel who have been identified as having the potential to assume supervisory responsibility at some point in their careers.

COURSE METHODOLOGY:

This course is interactive, allowing for active participation and sharing of experience during sessions. Diagnostic questionnaires will help profile candidates' social styles. Lecturettes and videos will focus on key aspects of advanced supervisory skills. Case studies and role plays will facilitate experiential learning.

Quality Procedures

Assessment:

All assessments will be conducted during the Workshop. Assessment tasks consist of e.g.: Pre & Post, Quizzes, Practical discussions, case studies, role plays, onsite Exercises.

Certificates:

Certificates will be awarded to the learners who pass in the assessments and completed at least 75% of the attendance report.

Course Language: English

Progress Reports:

Progress and attendance reports linked to the specifications for the reporting period will be sent to the company of each learner. This report will list learner's progress and achievements with respect to the appropriate section of the syllabus, indicating the progress made towards the training objective.



Course Fee: BD 390

Course Fee inclusions:

- ✓ Course manual
- ✓ Certificate of Attendance
- ✓ Refreshments

Course Trainer: **John Blacklaws**

John Blacklaws is an accredited international business consultant. He previously held senior management roles in BP, Anglo American Corporation and BHP Billiton. John consults widely on business optimization and talent management matters. His clients are based in the Middle East, the United Kingdom, Korea, the West Indies and Africa. He lectures on MBA and other Business School programs and regularly speaks at international conferences.



"Supervisory Skills"

REGISTRATION FORM

Name:

Organization: Department:

Position: Email:

Address:

CPR No:Telephone:Mobile:

Course Title	Duration	Date & Venue	Timing	Course Fees
Supervisory Skills	5 days	03-07 November 2019 Manama, Kingdom of Bahrain	8:00 am to 2:00 pm	BD 390

Note:

- For Individual/ overseas, payment shall be received upon submission of the completed registration form.
- Registration shall be reconfirmed only once payment has been made prior to the course.
- No Show of participant/s during the course will be charged in full amount accordingly.
- Cancellation of participant/s shall be submitted in writing to BSE ten days (10 days) before the course.

Method of payment:

- I will pay by Cash
- Invoice the Organization (Please attach the authorization/nomination letter)
- I enclose a Banker's Draft payable to Bahrain Society of Engineers-Training Centre
- Bank BIC: NBOBBHBM / IBAN: BH18 NBOB 0000 0099 0989 11
- National Bank of Bahrain-Manama Main Branch
- Please Debit to Amex: _____ Visa: _____ Master Card: _____

Card Number:..... Expiry Date:.....

Card Holder's name and address (if different from above)

.....

Request for Special Needs/Disability Support: (if required)

Nature of Disability: _____ Required Support: _____

Signature..... Date:.....

Please send this completed form to:

BSE-Training Centre, P. O. Box 835, Manama, Bahrain

Tel: +973 17-810725 or 17-727100, Fax: +973 17-827475/ Email: bsetraining@batelco.com.bh