

# SBNSB

THINK . MANAGE . UPGRADE . SAVE

## Effective Supervisory Skills

Training Day: 2



### Introduction

Are you ready for the challenge that comes with a complete change in responsibilities? Learn useful tips to facilitate the transition to your first management role. Understand what your manager, peers and staff members expect from you.

#### Module 1: Organizations

- Functions & Roles
  - Productions/operations; finance; marketing; personnel; administration
- Alternative Structures
- Depicting Organizations
  - Traditional/concentric charts & Matrix organizations
- Target and Behavior

#### Module 2: The Supervisor

- What is a Supervisor
- Element of the Supervisor's Role
- The Supervisor's Boss Divided into three groups: interpersonal / informational & Decisional roles
- Supervisors and Staff
- Relationships
  - Like or Respects? Or getting Respect

#### Module 3: Management Techniques

- Forecasting and Planning
- Organizing
- Problem solving

#### Module 4: Managing The Individual

- Individual Differences - Personality
- The Seven-Point Plan
- Motivations
- Needs And Satisfaction
- Satisfaction And Motivation
- Human Interaction
- Advice And Counseling

#### Module 5: Managing The Group

- Why Do Group Form?
- Social/ Affiliation Needs
- Formal And Informal Groups
- Group Boundaries; Formation And Development
- Group Norms
- Enforcing The Rules
- Group Communication
- Leadership And Qualities
- Situational Leadership
- Personal / Group Decision Making
- Delegation
- Monitoring And Control
- The Communication Model
- Group Needs And Leadership

#### Module 6: Managing yourself

- Time Management
- Self knowledge
- Assertiveness
- Not My Problem/Your Problem

#### Methodology

- Lecture
- Group Discussion
- Role-play