



SUPERVISORY / MANAGERIAL DEVELOPMENT TRAINING PROGRAM

Being a supervisor or manager, especially when making that transition from among the ranks, can be a challenging experience. You are required to achieve results by using company resources effectively – the most important resource being the employees of your company.

This program was designed to provide the necessary knowledge and skills needed to handle some of the daily demands of your role as a supervisor / manager. The content will be delivered in a blended format including virtual sessions, as well as access to the BEC's e-learning platform to review additional content and complete the assignments as outlined by the facilitators.

Topics to Be Covered

1. Elements of an Effective Supervisor
2. Time Management
3. Communication
4. Standard Operating Procedures

Here's what you can expect to learn under each module:

1. Elements of an Effective Supervisor

- To identify the characteristics of an effective supervisor
- The main responsibilities of a supervisor
- To define industrial relations
- The elements of good industrial relations practice
- Steps to developing ongoing performance-oriented discussions
- The manager's / supervisor's role in developing, mentoring, goal setting, and maintaining high performance standards
- Performance management vs performance appraisal
- Common errors during performance assessment
- To identify different types of conflict
- To develop strategies for resolving conflict
- The elements of delegation
- The importance of motivation

2. Time Management

- Organization versus prioritization
- Strategies to get out of crisis mode and focus on what is important
- The planning process and how to use it
- To use scheduling to stay on track
- How to manage the work environment

- How to manage interruptions
- How to use technology efficiently

3. Communication

- To identify personal communication style
- To develop and identify your personal communication style while adapting your behaviours to better express your ideas in the workplace
- The role of culture, stereotypes and bias in communication and break down barriers to effectively communicate
- The use of active listening techniques and effective questioning skills to enhance your understanding and show empathy.
- How to give and receive appropriate feedback and use trusted techniques to deal with difficult situations

4. Standard Operating Procedures

- The purpose of SOPs – need and their benefits
- Types of SOPs
- The proper design and maintenance of effective and compliant Standard Operating Procedures
- How to implement, review and revise SOPs
- How to write documents to ensure consistency in operations
- How to tighten and refine the language to produce clear and comprehensive documents

Training Methods

- PowerPoint Presentations
- Interactive Discussions
- Access to an online training platform
- Videos
- Exercises
- Quizzes