



شركة ميرك العربية السعودية  
MEIRC Saudi Arabia

## Basic Supervisory Skills

### Duration 5 Days

### Who Should Attend

- First level supervisors or prospective supervisors.

### Course Objectives

Upon completion this program Participants will be able to:

- ↳ Define the nature and responsibility of the supervision role and the challenges this role places on them.
- ↳ Interactive Communications verbally and non-verbally with others.
- ↳ Apply their role as motivators
- ↳ Identify their teamwork style and build an effective team.
- ↳ Practice professional techniques in providing positive discipline.
- ↳ Use different skills in interpersonal problem-solving and conflict management.

### Course Outlines:

#### **1. Introduction**

- 1.1. About Supervision
- 1.2. Supervisors Key Tasks
- 1.3. Essential Skills for Supervisors
- 1.4. Responsibilities and Challenges
- 1.5. Problems Supervisors Encounter

#### **2. Interactive Communications**

- 2.1. Barriers to Effective Communication
- 2.2. Reading Non-Verbal Messages
- 2.3. Some Roles for Listening
- 2.4. Techniques in Providing Feedback
- 2.5. Guidelines for Assertive Communication

#### **3. Values, Motivation and Workplace Interactions**

- 3.1. Definitions of Motivation
- 3.2. Motivation and Performance
- 3.3. Different Workable Motivational Theories
- 3.4. The MEIRC Theory in Motivation
- 3.5. Building a Motivational Environment

#### **4. Effective Teams**

- 4.1. Identifying Your Teamwork Style
- 4.2. How Supervisors Get Involved with Teams
- 4.3. Obstacles to Effective Teamwork
- 4.4. Overcoming Obstacles to Effective Teamwork
- 4.5. Team Decision-Making Procedures

#### **5. Orientation & Reinforcement**

- 5.1. Perceptions During Orientation
- 5.2. Orientation and Follow Up



5.3. Use of Progressive Disciplinary Practices

5.4. Types of Reinforcement

5.5. Applying Reinforcement Strategies

**6. Managing Change and Solving Problems**

6.1. Interpersonal Problem-Solving Process

6.2. Steps for Interpersonal Problem-Solving

6.3. Encouraging Creativity

6.4. Applying Brainstorming Formats and Mechanics

6.5. Key Conflict Management Skills