CramdenTECH

SUPERVISORY MANAGEMENT ESSENTIALS

Course Code: CT1920021

TRAINING OUTLINE

The course provides supervisors with an opportunity to evaluate their roles and the skills required to lead a team or department.

Topics covered during the two-day programme include:

- Leadership, management, coaching and mentoring— How do they differ?
- Personal management of time and work priorities
- Linking personal and team performance to the achievement of business objectives
- Using cloud applications to monitor performance
- Evaluating and troubleshooting 360 degree communication with direct reports, colleagues and line managers
- Managing direct report performance and productivity
- Employment policies and procedures— staying compliant
- Conducting performance appraisals and work reviews
- Handling poor performance, disciplinary issues and team conflicts
- Setting targets for professional development and growth

TRAINING OVERVIEW

Delivery Mode: Workshop
Contact Hours: 12
Completion Certificate: Yes

PARTICIPANT PROFILE

This workshop is suitable for managers and leaders in SME and Micro Enterprises.

To enquire about eLearning, workshops or seminars, please email: learning@cramdentech.com

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