Learning to Lead: Supervisory Skills

The Sergay Group, Ltd.

OVERALL OBJECTIVE

The **Learning to Lead** Workshop aims to ensure that first line supervisory skills are addressed that provides basic business understanding, while building skills in planning, organizing, staffing, controlling, delegating, and managing performance both downwards and upwards. It is to ensure optimized efficiency in operational management.

OUTCOMES

The participants will be able to:

- Hold productive meetings
- Keep within legal parameters
- Fulfill the role of a team leader
- Plan for the team's performance
- Influence the team's performance
- Report on the team's performance
- Understand what is expected in the role
- Understand how to manage the team budget
- Delegate effectively to the right team members
- Hold productive one-on-one performance discussions
- Understand how the team's function fits in the organization
- Effectively communicate performance related issues to all levels of the organization

CONTENT

Basic Business Understanding

- The processes, systems, and structure of the organization
- Financial objectives of the organization
- The basics of budgeting

Planning

- Link actions to the organization's strategy
- Establish environmental impact
- Set measurable objectives
- Plan for performance

Organizing

- Prioritize tasks
- Map the processes
- Keep accurate records
- Understand the difference between urgent and important

Teaming

- Communicate with different levels
- Build good working relationships
- Hold productive team meetings
- Work on interpersonal skills
- Bring in the right people

Controlling

- Be legally compliant
- How to construct reports
- Integrate quality into procedures
- Challenge what and how things are done

Delegating

- Benefits, barriers, and break through performance
- Decide which task, to which person, at what time
- Understand the new expectations of your role

Managing Performance

- Clarify expectations
- Give and receive feedback
- Monitor & measure progress
- Make adjustments to individual plans