



OBT

## OBT Course Outline

### SUPERVISORY LEVEL 1

<b>Main Aims and Key Benefits:</b>	<p>This is one of four supervisory programmes designed to provide key management skills for team members new to, or with minimal experience of, a supervisory role.</p> <p><i>NB: Although Supervisory Level 2, 3 and 4 need not be attended in order, supervisors new to the role may benefit from attending this module initially</i></p>
<b>Course Content:</b>	<ul style="list-style-type: none"><li>▪ The key responsibilities of a supervisor and the attitude, skills and knowledge needed to become effective</li><li>▪ Points to consider when allocating tasks to your staff, and how to control the completion of them</li><li>▪ A supervisor's responsibilities in respect of ensuring operational standards are maintained</li><li>▪ The recommended procedure to adopt when carrying out corrective coaching in the workplace when a drop in standards has been observed</li></ul>
<b>Training Methods:</b>	<ul style="list-style-type: none"><li>▪ Presentations</li><li>▪ Syndicate exercises</li><li>▪ Group discussions</li><li>▪ Role plays</li><li>▪ Personal Action Plans</li></ul>
<b>Who will benefit:</b>	Junior managers and supervisors new to, or with minimal experience of, their role
<b>Duration:</b>	1 day
<b>Certification:</b>	OBT and Progressive Training
<b>Training Provider:</b>	Progressive Training