



OBT

OBT Course Outline

1. SUPERVISORY SKILLS - LEVEL 1

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

