



OBT

OBT Course Outline

2. SUPERVISORY SKILLS - LEVEL 2

Main Aims and Key Benefits:	<p>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.</p> <p><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 Supervisory Skills – Level 1 initially</i></p>
Course Content:	<ul style="list-style-type: none"> ▪ Recognising the different work styles and behaviours, verbally and non-verbally, in the types of people participants could come into contact with ▪ Adopting an assertive approach ▪ Identifying the benefits of delegation and a recommended structured approach to adopt when delegating a task to a member of the team ▪ Consider how an understanding of the motivational theories can contribute positively to team morale team development
Training Methods:	<ul style="list-style-type: none"> ▪ Presentations ▪ Syndicate exercises ▪ Group discussions ▪ Role plays ▪ Personal Action Plans
Who will benefit:	<p>Junior managers and supervisors new to, or with minimal experience of, their role</p>
Duration:	<p>1 day</p>
Certification:	<p>OBT and Progressive Training</p>
Training Provider:	<p>Progressive Training</p>

