

## The Competent Supervisor (Tier 2)

**1/2 Day**

### Description

Well-developed supervisory skills are crucial in today's business environment. In a world of flatter organizational structures, leaner workforces and fast moving technology, the quality of front line supervision makes a significant difference to the success of any enterprise.

The good news is that the skills required to be an effective supervisor can be measured and learned. By becoming proficient in each of the required skills areas, supervisors (or potential supervisors) can build a solid foundation that will aid them to excel in their role - despite their many challenges - and increase their opportunities to progress to higher levels of management.

### Prerequisites

- None

### Objectives

- ✓ Identify and begin planning growth in five key competencies:
- ✓ Setting direction
- ✓ Planning and organizing
- ✓ Coaching and developing people
- ✓ Measuring and managing performance
- ✓ Maintaining effective relationships
- ✓ Understand basic principles of interviewing skills and identifying the right candidates

A self-scored assessment will be integrated into the program that participants will use as a springboard for action/developmental planning.