



Title :	SUPERVISOR ESSENTIAL SKILLS
Description :	TRAINER INSTRUCTIONS

Participant's Manual

INTRODUCTION

1. COMMUNICATION SKILLS
2. SKILLS OF AN EFFECTIVE SUPPERVISOR
3. EFFECTIVE COMMUNICATION SKILLS FOR SUPERVISORS
4. PLANNING
5. DELEGATION
6. TEAM BUILDING
7. TRAINING PEOPLE
8. INTRODUCTION TO COACHING
9. WHY HAVE PERFORMANCE APPRAISALS
10. DEALING WITH DIFFICULT EMPLOYEES
11. CONFLICT MANAGEMENT IN THE WORKPLACE

About this Learning Programme

Purpose and Description

Firstly, a supervisor is a first line manager within the organisation and is part of the management team of the organisation, thus it is definitely essential for the supervisor to have great supervisory skills. This would mean having to fulfill the roles of a supervisor as an organisation achieves its objectives through the 'role structure' of the organisation. Therefore, the roles that a supervisor has within an organisation have a strong influence on how he behaves. This in turn determines the way he dresses or speaks and has different behaviour and reactions in many ways. Therefore, a good supervisor with good supervisory skills is able to handle the different roles in the organisation.

Learning Material

The learner will be given a "Learner Guide" that contains both the learning material and place for activities to be completed. The learner guide provides you with all the information and basic knowledge you will require to apply certain skills.

Duration and Entry Level

- Duration of the course is 2 days = Minimum of 12 hours training
- Learners required being on a basic NQF level2, Numeric and Literacy Level.
- Minimum experience of 14 days in workplace.
- No other experience required for entry level.

Certification

- Learner will be issued with a Certificate of Attendance on completion.

Learner Support

The facilitator will be responsible for Learner Support throughout the delivery of the programme. It is also essential that the Trainer have sufficient experience in the field to delivery this learning programme. Learning activities are learner driven and can all be completed in his class. Also make sure the learner use the manual in the manner intended.

Training Objectives

Each learner must set learning objectives before you can start with the learning programme. There is no point in completing a learning programme if the learner has no expectations before starting the learning programme.

Preparing for the Learning Programme

1. Preparation of the Training Venue

- Suitable Training Environment
- No interruptions / close area
- Ventilated / Air-conditioned
- Tea –Coffee / Catering
- Tables and Chairs
- Data Projector and Screen if needed
- Flipchart / Pens
- Manuals / Stationary (Pens)

2. Training Induction

- OHS Requirements
 - Evacuation Procedures
 - Power Failure
 - Any Medical Conditions / Support
- General Proceedings
 - Smoke Breaks (Early indication of extended breaks)
 - When can questions be asked
 - Locations of Toilets
 - Facility Access Area / Restrictions
 - Cellphone Use
 - Temperature Control
 - Respect each other / Be and ambassador for your company.
 - Catering Requirements
 - Timing / Time keeper
 - Special needs from learners?
 - Visibility and Audio
 - Language Use
- Learner Induction
 - Each learner to introduce himself (Name & Surname)
 - Short history of his current duties
 - What is his/her expectations from the learning programme
- Facilitator Contact Details
 - The facilitators contact details
 - The facilitators experience or involvement with this programme
 - Doe the facilitator have the expertise to facilitate this programme?
- Learning Program Introduction
 - Purpose of this learning programme
 - How you could benefit from this learning programme
 - Duration and content of course.

Facilitation Strategy

1. First Training Quarter (08h00 to 10h00)

OHS Requirements	5min
General Proceedings	10min
Learner Induction	3-5Min per Learner
Facilitator Contact Details	5min
Learning Programme Introduction	5min
Ice Breaker (Team Building)	10min
Learning Programme Delivery	
Review and Summary (Before Closing)	5min

2. Second Training Quarter (10h15 to 12h00)

Ice Breaker (Brain Teaser – Thinking Exercise)	10min
Learning Programme Delivery	
Review and Summary (Before Closing)	5min

3. Third Training Quarter (13h00 to 14h30)

Ice Breaker (Brain Teaser – Thinking Exercise)	10min
Learning Programme Delivery	
Review and Summary (Before Closing)	5min

4. Closing and Implementation (14h45 to 16h00)

Ice Breaker (Relaxing)	10min
Learning Programme Delivery	
Review and Summary (Before Closing)	5min
Implementation Strategy	15min

Implementation Strategy

Implementation after the learning programme into the workplace is one of the most important tasks. Without this, the entire learning programme will not be helpful. Helpful topics that must be discussed before the completion of the learning programme is for example:

1. How can I implement these techniques in my own life / working environment?
2. How will I communicate / implement any changes to Management or employees?
3. How and when will I review my performance after the training?

