

Team Management & Supervisory Skills

Develop Your People | Leverage Abilities | Lead Beyond Boundaries

Learning Outcomes

- UNDERSTAND and perform the role and responsibilities of a supervisor
- MOTIVATE staff through effective communication and interpersonal skills
- ENFORCE discipline professionally in the work place
- CORRECT staff in a way that builds performance
- USE appropriate leadership style and demonstrate authority
- INCREASE productivity through effective delegation
- DEVELOP and sustain productive working relationship

Course Overview

All companies rely on effective Supervisors & Managers. Good Supervisors are the backbone of the business the strength that links the strategic planning of upper management with the body of the organization. Supervisors are often the people who make the difference between meeting production targets and missing them because they motivate and energise their teams.

This workshop is designed to train qualified professionals who are either poised to enter the management field or are already shifting into this area of managing people.

Participants will focus on developing the skill set that will enable them to manage, supervise and motivate their people to meet and exceed their objectives. They will learn how to anticipate and manage conflict, and to delegate effectively in order to get poor performers back on track and to stimulate their high performers.



LUCY MACKINTOSH - BSc (Hons), GCIPD, NLP (Prac)

Lucy Mackintosh is a British citizen, and has lived and worked in the UAE for the past 8 years. She has over 18 years' experience in Human Resource Management and Training and Development and two related qualifications - BSc (Hons) in Human Resource Management from the University of Bath, UK, and a post-graduate diploma in Personnel Management, accredited by the CIPD (Chartered Institute of Personnel and Development).

Lucy gained an extensive range of HR experience, working in large organisations in London, including Visa International, the FSA (Financial Services Authority) and the NHS (National Health Service). In 2007 she was head-hunted for a role at Standard Chartered Bank, Dubai, specialising in employee reward and performance management. During this time she also managed the HR Forum in the UAE, which

aimed at promoting HR best practice in the region.

In 2009 Lucy decided to follow her passion for Learning and Development by becoming a full-time corporate Trainer and joined the region's largest training company, Spearhead Training. She gained experience in working for a large range of companies in the UAE and Qatar and trained courses in Management, Soft Skills and Personal Effectiveness.

She designs, develops and delivers courses on a range of topics, as can be seen below. She is also a qualified NLP (Neuro-Linguistic Programming) Practitioner, MBTI (Myers-Briggs Type Indicator) Facilitator and a Life Coach. These qualifications have increased her skills in understanding, communicating with, and inspiring others.

As well as having expertise in her subject matter, and a wealth of practical experience, Lucy brings great positivity and inspiration into the training room. She lives by her personal philosophy of constant self-improvement for herself and others.

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Learning Outcomes

The Supervisor & Manager

- Qualities of an Effective Supervisor
- Nature of Management/ Supervision
- Understanding Diversity at The Workplace
- Position Yourself for Success of team

Goals & Work Management Skills

- Smart Work Management Techniques
- Articulate Goals
- Creating Strategies to Get Results
- Effective Styles of Time Management
- Techniques for Identifying and Reducing Time Wasters
- Delegating Tasks
- Priority Setting Tools & Techniques
- Choosing Tools that Work
- Creating Action Plans
- Evaluating Time Management Process

Team Management

- Coach for Great Performance
- Resolve Conflict – Tools & Techniques
- Representing your Team
- Maintaining Team Momentum
- Motivating Your Team

Leadership Techniques & Performance Management

- Leadership Qualities & Styles for Supervisors
- Leading with Emotional Intelligence
- Effective Decision Making Steps
- Using the Power of Teams in Decision Making
- Using Performance Management Techniques
- Improve and Evaluate Performance
- Continuous Growth Strategies
- Select and Prioritize Next Steps
- Provide Ongoing Feedback and Coaching

Simfotix Company Profile

At a Glance

Simfotix Inspires Learning Through Events and Conferences!

Dynamic markets and increasing competition require companies to stay one step ahead if they want to succeed. Simfotix can better prepare your organization for the battle in corporate arena through developing your most valuable resource – your people.

Simfotix is an independent enterprise specializing in Executive Education Programs, Workshops, Seminars and Conferences. Simfotix is working with immense passion to achieve the goals set to promote the culture of learning & development in the corporate world.

Simfotix provides great opportunities to executives working at different echelons in organizations to enhance their careers by gaining knowledge and insight into state-of-the art management techniques and technologies. Simfotix offers a wide range of training courses and performance improvement programs over Finance & Banking, IT& Telecom, HR, Supply Chain, Microsoft Office, Sales Marketing & Management.

Besides Open Enrolment Programs, Simfotix also offers client specific training to organizations on their request, keeping in view their unique and distinct requirements.

Simfotix's training programs are organized and conducted by the global thought leaders as well as leading Industry Professionals. Simfotix's faculty is a strategically formulated platform of market leaders and researchers, who have mastered their genres of disciplines. They are diligent motivators and inspire the participants with their astounding theories and deliverables.

REGISTRATION DETAILS

Regular Fee: **USD. 590** per participant

Every Additional Participants will get **10% Discount**

Includes courseware, Simfotix Certificate, lunch, refreshments and business networking.

For registration(s), send us your Name, Designation, Organization, Mobile, E-Mail and Postal Address to
waqas@simfotix.com

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