

## Leadership Skills for Supervisors (7 hours)

*(How to handle People? How to handle your Boss? How to deal with your peers?)*

### 1. What role does the Supervisor Play?

- Is he Management or another Worker?
- What makes Supervisor different from Worker
- Some realities of a Supervisor's life
- Do good Operatives make good Supervisors?

### 2. Getting results thru' people

- Understanding the work
- Dealing with different mindsets
- Technical Competence/Interpersonal Competence/Political Competence
- Which competence is critical for Supervisors?

### 3 Motivation Techniques that work

- Understanding different approaches to Motivation
- How to apply the techniques to work

### 4 Do you know what your staff really want?

### 5. Getting performance, implementing discipline

- Definition of work standard
- Definition of workplace behavior (Critical Do's and Don't's at the workplace)
- Guidelines to organize work (Monthly plan/Weekly plan/ Monitor Work-in-Progress/Corrective action/ Evaluation)
- Step-by-step guide to enforcing Discipline
- Counselling troubled employees

CASE STUDY included

### 6. Choosing the right leadership style

- Styles of leadership : Autocratic (Bossy), Democratic, Participative, Situational..
- Which style works in your situation?
- How to select the style of leadership

### 7. Emotion issues when handling people

- Sensitive issues/ How to resolve them with tact and sensitivity/ CASE STUDY

### 8. FAQs and More Case Studies