



## SUPERVISOR TRAINING

### Aim

Have a clear understanding of the main role and responsibility of those with supervisory responsibilities (comprising of 4 modules).

### Course Duration

The course will be of half day or one day duration and tailored to include client's internal procedures and documentation for inclusion within the presentation, prior discussion will be required prior to commencement of training.

### Course Syllabus

#### The Team:

- The ingredients of a successful team and how they contribute to the job
- Leadership skills, qualities and style
- Awareness of legislation, company procedures and available resources

#### The Plan:

- The importance of communication and the interpretation of information
- How the right people with right skills doing the right job with the right tools in the right place at the right time can affect the outcome of the job
- The relationship between work instruction, risk assessment and method statement
- The pre-start briefing

#### The Job

- Objectivity and subjectivity
- Control Systems
- Supervision and monitoring
- Communication Interruptions to the job

#### Good Job

- Feedback
- Active listening
- Assertiveness and aggressive behaviour

### Certification

Delegates will receive an attendance certificate.