



International
Labour
Organization



International
Finance Corporation
World Bank Group

Program Outline:

Program Title: SUPERVISORS SKILLS

Objectives

To enable participants to:

- Understand what it takes to be a good leader
- More successfully fulfill their supervisory roles
- Set a good example and win the respect and active support of their subordinates
- Motivate subordinates through effective human relations and interactive skills
- Actively coach, counsel and empower their subordinates
- Enforce discipline, company policies and service standards

Program Contents

Part One: Fundamentals of Effective Leadership and Supervision

- What is supervisor?
- Three types of supervisor: Which one are you?
- Demonstrating authority and style appropriately
- Positive thinking and action
- How to win respect from subordinates
- How to demonstrate personal integrity
- Developing an empowering approach to your subordinates
- How to put win-win thinking into practice
- How to motivate staff through effective human relations
- Understanding human needs and how to fulfill them at work

Part two: Interactive Skills for Effective Leadership and supervision

- Developing an assertive communication style
- Using assertive communication to solve problems
- Delegating work: Giving instructions that people follow
- Following up on delegated work
- Praising good work
- Correcting poor performance
- Enforcing discipline
- Video based practice of interactive skills and feedback
- Video playback and peer review

Duration: 2 two-day sessions (with 4 weeks break in between), 7 hours per day

Participants: Factory Supervisors, 25 participants per class