



# Corporate Coach Group

Training that transforms



## Training Plan Supervisor Management Skills Training

## A Training Plan for Your Organisation

### What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

### Supervisor Management Skills Course Summary

Supervisor managers are responsible for the smooth operation of teams at the sharp end of the organisation.

Supervisors need excellent people management and organisational skills. These skills include setting and communicating specific goals, planning, prioritisation and delegation of tasks. Performance and conflict management; inspiring others; acting as a role model.

We have designed this course to equip your supervisory managers with the essential, key people management and organisational skills they need to be confident, happy and successful.

### Learning Outcomes for the Supervisor Management Skills Course

- The six major skills needed by all supervisory managers
- How to set and properly communicate clear, specific goals
- How to earn, (not demand) respect from the team
- Manage time and delegate tasks
- Manage performance issues and give constructive feedback
- Self-awareness, self-control, self-confidence, self-discipline
- Inspire others: Motivate the team

### Customer Review

“ The course content was very interesting, and I liked the fact that all of the principals can be very easily translated into practice and are not too vague or abstract. I certainly feel inspired and have a lot of ideas for my team now. The trainer presented very well and was easy to follow. Liked the exercises and everything was clear and easy to understand.

*Bettina Koller  
Doctors.net.uk*

## Supervisor Management Skills Training Course Overview

The course duration is two consecutive days. We start the course by discussing the six key supervisory skills and we ask you to judge yourself against them. You will discover which aspects of your current performance are strong, and also where you need to improve.

You will score yourself against the six headings of setting goals, clear communication, effective planning, handling conflict, managing your own emotions, and inspiring positive emotions in others (leadership).

Once you know where you need to focus your attention, we begin to move through the course material in a systematic and interactive way. The content of the course has lots of detail and activity and covers the following topics:

Your role as a supervisor, setting goals, clear communication.

Positive and negative character types.

Conflict management, handling difficult people and poor performance issues.

Motivation, the importance of praise.

Time management, prioritisation, problem solving, delegation, decision making.

Emotional management, self-confidence, inspiring others, continuous improvement.

Learn from adversity, (strength through struggle).

### Customer Review

“ Training course content was excellent, a lot of learning styles, formulas to put into use within the workplace and in my personal life. Trainer’s presentation was excellent. Easy to follow, I like the training motivation provided.

*Shelley White  
Employ Recruitment UK Ltd*

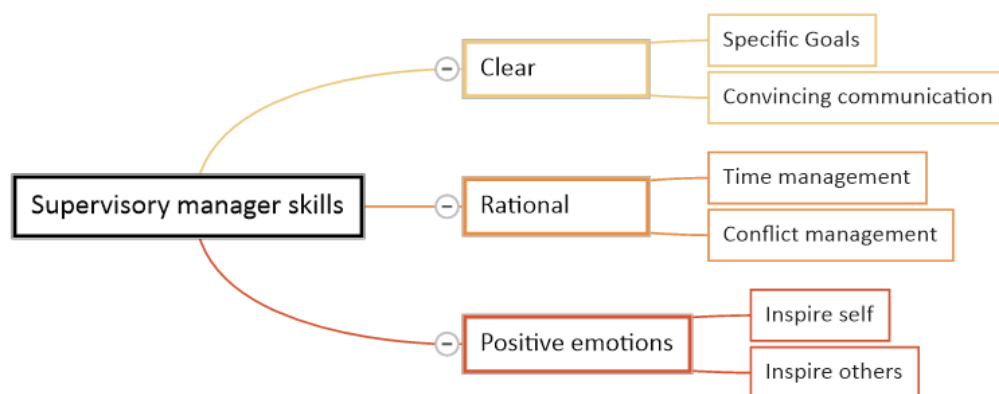
## Supervisor Management Skills Training Course Details

Day 1 - Morning

### What is the role of a supervisor manager?

The role of the supervisory manager is to get the best performance from every member of the team, and to achieve the organisational goals.

The way to succeed in your role is to develop the special set of knowledge, skills, emotions, attitudes and language that will allow you to get the best from yourself and others. This course is designed to give you those skills, which fall under six major headings: goals, communication, planning, conflict, self-management, leadership.



### Self-assessment and personal goal setting

We ask you to score yourself out of ten, against the set of six key skills. Assuming you are not perfect, you will have stronger and weaker parts to your performance. The aim of this course is to eliminate your weak points, and to build on your strong points.

### How to set and achieve goals

The primary purpose of a supervisor is to facilitate the achievement of goals. So we start with learning all we need to about goals.

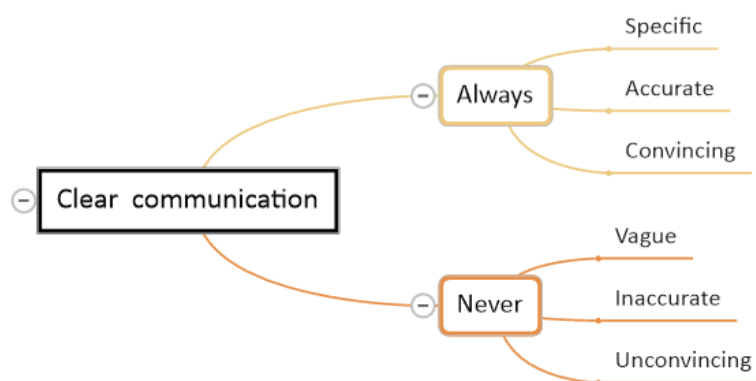
We learn a special eight-part goal setting formula that will allow you to set a goal, communicate it to others, and begin the planning process that will lead to the achievement of the goal.



## How to communicate clearly

Goals must be clearly communicated. So now we turn our attention to the issue of communication skills. As a supervisor you must always be clearly understood. In order to do that, you must use specific language. If you use non-specific (ambiguous), language you will create misunderstandings which will lead to confusion and error.

You will learn two terrific methods to clarify your language, so that your exact meaning is always crystal clear.



## How to think logically

As a supervisor you must learn to think logically about the problems that face you. We will show you how to be more logical in your approach to all problems, so that you can quickly find the answers to your problems.

## How to inspire rational optimism

As a supervisor, you must be able to inspire positive emotions in others. We will show you how to develop the principle of rational optimism; which is an optimistic outlook based upon clear goals, planning and positive mental attitude.

## How to handle negative character types

You may have some negative types in your team, who tend to drag people down, emotionally. We will show you techniques to transform your negative types into an asset, instead of a liability.

We do this by asking instructive questions that turn negative people into problem-solving machines, instead of problem-creating machines.

### Always finish on a positive note

The general principle of supervisory management is clear, rational and affirmative language. Many people use the opposite, unclear, irrational and negative language.

We will finish the morning on how to give only affirmative instructions, and how negatively worded instructions, can act as an unintended embedded command. “Don't panic” inspires panic. “Don't worry” inspires worry.

We will replace negated language with affirmative language. We will teach you how to use words with precision and purpose.

## Day 1 - Afternoon

### Why do conflicts occur?

Conflict management skills are important because occasional conflicts are inevitable, because people have their own ideas, and they don't always correspond with yours.

People don't always do what they should do.

People don't always agree with the plan.

Miscommunications and misunderstandings cause conflict.

So, we can say with certainty that you will have conflicts to manage.

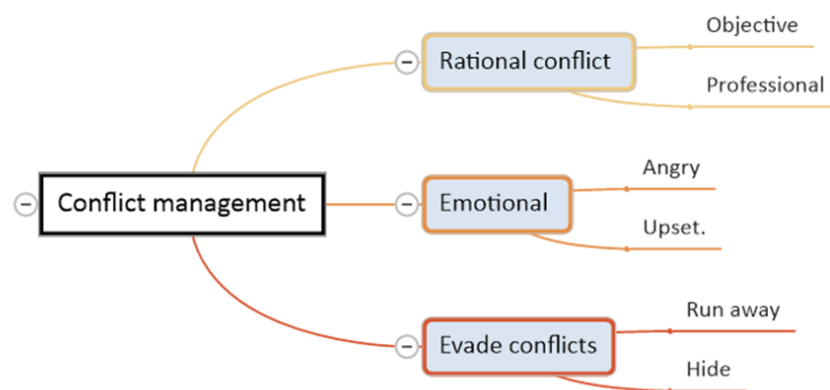
How you manage conflict is important.

### Why conflict management skills are important

Conflict management skills are important because, if you mismanage conflicts they blow up and become disastrous for the team.

If you handle conflict well, you will quickly resolve issues, and everyone can get back to work, adding value to the customers.

We will examine how people manage conflicts.



### How NOT to handle conflict?

People mishandle conflict in three different ways:

1. They get angry and aggressive and come on too strong.
2. Their approach is too weak, and they do not come on strong enough.
3. They avoid the whole issue and run away from conflict situations.

We explore the consequence of taking these three approaches to handling conflict.

### How to correctly handle conflict

The correct way to handle conflict is through the use of reason.

We need to develop a rational approach to conflict management. One based upon logic, facts, rational negotiation and a clear purpose.

The rest of the afternoon is devoted to explaining how to do that.

### How to use language, when in a conflict situation

Do not use angry, emotional or antagonistic language.  
Instead use objective, fact-based language.

We will give you full instruction on how to transform your language to objective language. Then you use the objective, rational approach to script the conflict situations we have lined up for you.

### How to script your language, when in a conflict situation

You will have the opportunity to practice your new skills by scripting five conflict situations, using objection language. You decide how to word your message, so that you avoid triggering a negative emotional response in the mind of your listener, and instead, you trigger a rational response.

### Is there a difference between a reason and an excuse?

Science relies on clear definitions. We will give definition to reasons and excuses. It is a vital distinction, because there is a massive difference between a reason for not doing something and an excuse.

Clarify that difference by defining each term.

You give concessions only to reason givers.  
You do not give concessions to excuse givers.

We discuss what would happen if you gave concessions to those who give you excuses.

### When is it right to compromise?

Should you compromise or stand your ground?



We need to distinguish between when to compromise and when not to. Obviously, compromise is necessary in certain situations. You cannot have everything your own way, all the time. You will have to compromise.

On the other hand, if you compromised too easily and gave way on every issue, you would compromise your integrity and authority, then what would be the final outcome?

You will learn when to compromise and when to stand firm.

### How to motivate my staff?

Always appreciate good work. We have learned “What to say when people are not doing it right”.

We finish the day on “What to say when they are doing it right”  
We discuss the issue of thanks, praise and appreciation.

It is essential that you give positive appreciation for their efforts, regardless of whether those efforts resulted in progress. It is easy to forget to appreciate people, and some supervisors do forget. They are quick to criticise and slow to praise.

The lack of appreciation is often the cause of de-motivation. Therefore, we must, give appreciation for THE GOOD.

Appreciation and praise are both examples of social motivators.

As a supervisor you need to know about the social motivators.

### Summary and personal development action planning

You review your notes and pick out the most important points from today's training and commit to applying them in your work practices.

## Day 2 - Morning

### Why is time management important to supervisor managers?

Time management is an essential skill for the supervisory manager, because not everything can be done simultaneously. Consequently, supervisors must organise tasks into order of priority in respect of:

1. Value of the task.
2. Deadline pressure.
3. Logical sequence.

### How to overcome procrastination

Many people do not prioritise properly, instead they do whatever happens to drop in front of their eyes. Many people do:

1. The easiest things first.
2. The pleasant things first and
3. They put-off doing unpleasant things

This habit is called procrastination. Procrastination is a very common bad habit.

We discuss what happens to anyone who tends to procrastinate.

### How do I prioritise tasks?

We will show you a terrific method of prioritising tasks according to their value and their logical sequence.

We will show you how to do it on paper, then we will show you how to use our unique Prioritisation App that you can download onto your phone.

Then you will always be able to do the right things in the right order.

## Time wasters

In the real world, people waste time.

Time wasters fall into three categories:

1. Your own bad habits.
2. Other people's bad habits.
3. Inefficient systems.

We ask you to identify the main causes of time wasters where you work, and then suggest ways to change them. This is a terrific exercise in time management that you will enjoy and learn a lot from.

## Decision making techniques

As a supervisor you need to make quick decisions. We will show you how to classify your decisions into five major types:

1. Yes or No decision.
2. Which one / What kind decision.
3. What is the most valuable?
4. What is the correct sequence?
5. What are the main causes and possible solutions to our problem?

Remember, as a supervisor you are not paid for doing all the work yourself. You are paid to get the work done! And in order to do that, you must make excellent decisions.

## Problem solving techniques

We expand on the issue of problem / cause / solution. We show you how to increase your powers of analysis and problem solving. We do this by showing you a process called "Problem cause solution mapping".

## How to delegate properly

You are not paid to do it all. You are paid to get it all done. That means you should master the art of delegation. Delegating is the art of entrusting a task to another. You will learn:

1. The reasons for delegating.
2. How to delegate.
3. Why supervisors who should delegate, often fail to delegate.

By the end of this section, you will know how to delegate the right task, to the right person, at the right time, in the right way.

### Handling interruptions using the 80/20 rule

Presumably, you are constantly peppered by interruptions, and it wrecks your plans and time management. Consequently, you need to know how to “get the maximum value from the interruption, in the minimum time, without causing offence.”

We show you how to achieve this elusive goal, by using the 80/20 rule. The 80/20 rule suggests that 20% of the others interruption contains 100% of its value, meaning 80% of their interruption is a waste of time. Your task is to find the high value 20% and reduce the interruption to one fifth of its original size whilst obtaining 100% of its value.

You dispose of the irrelevant 80% (trash talk).

### Summary of the time management section of the supervisor’s course

In this section of the course you will have learned a huge amount and you have acquired new techniques for prioritising, planning, problem solving, delegating, decision making and overcoming procrastination. We ask you to review the notes and select four items which will make the biggest difference to you, if you applied them every day to your work and home life.

## Day 2 - Afternoon

### What is Emotional management?

Emotional management is a set of personal attitudes skills and techniques that allow you to influence yourself emotionally, so that you are almost always feeling strong, optimistic and goal focused, irrespective of the particular events of the day.

In other words, your mood is not determined by other people and forces outside of your control but rather, your mood is determined by yourself.

Self-determination; self-control; self-confidence; self-motivation.

What a wonderful list!

If you had more of each of these, what could you achieve?

### How can I gain self-motivation and confidence?

As a supervisor you need to motivate and give confidence to others. But the question arises: Who motivates the motivator? The answer is nobody. You must motivate yourself.

We will give you instructions that will allow you to brew your own confidence, motivation and enthusiasm. Never again will you be at the mercy of circumstances, because you will learn how to strengthen yourself from the inside, out.

This is the art of emotional management. Or another word for it is self-mastery. The great philosopher Plato said: "The first and greatest victory is self-mastery".

This afternoon you will gain the greatest victory.

### How to inspire others (leadership)

Once you know the principles for developing self-confidence, you simply apply the same principles to other people, thus triggering the same set of positive emotions in the minds of others.

You will learn how to speak to others and use words in such a way that the images you create in their minds, trigger positive emotions.

Everything you say creates pictures in the mind. And people respond emotionally to those pictures.

When you learn how to use your language to purposely paint positive pictures in the minds of others, you will know how to invoke the positive emotions you need them to feel.

This is what we call, conversation control and the language of leadership.

### What is continuous improvement and how can we use it?

Continuous improvement is both a state of mind and a specific five-part process, that results in never-ending progress.

The concept for the state of mind is happy but never satisfied.

We want you to be always happy, but never complacent. Never satisfied, because you know that improvement on the current condition is possible and should be taken.

This is the emotional basis for the continuous improvement process.

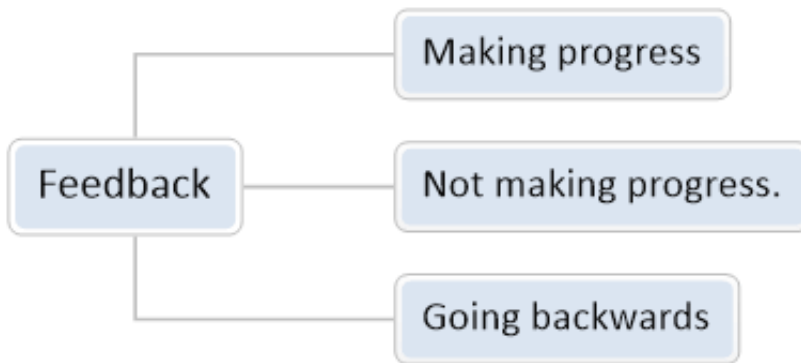
### The continuous improvement process

The continuous improvement process is based upon five words: Purpose, plan, action, feedback, change.

- Purpose – What you want, your goals
- Plan – How you intend to achieve them
- Action – Intelligent implementation of your plan
- Feedback – Carefully observe the positive and negative results your recent actions have created
- Change – Make adaptations and improvements to your plan

### Feedback: the breakfast of champions

For every action there is a reaction, which we call feedback. Feedback is information that relates to the results of your recent actions to your goal. Everything you say or do will bring you feedback in the form of: progress, no progress or regress.



### Learn from negative feedback, (strength through struggle)

Perfect knowledge is impossible, so most plans do not work the first time. Notice where your current actions are on target and where you are off target. Never mistake criticism, setbacks or temporary defeat as permanent failure. Instead, regroup, ponder the meaning of the result and bounce back stronger with a better plan.

### Course summary and personal action planning

This afternoon we discussed the most important of all subjects; How to inspire ourselves and others to feel more optimistic, confident, goal-focused and happy.

This course gives you some amazing techniques that you can use immediately to help get the best from yourself and others.

When you use these methods, you are guaranteed to be successful in your role of supervisor manager and beyond.

We will do a final review of the material and ask you to tell us which parts of this course have been the most impactful. How will you apply these methods on your return to work.

### Customer Review

“ I found this course beneficial to know how to successfully conduct an investigation into issues. The tools will enable me to find the correct, factual information. The trainer’s presentation was very good, light-hearted and easy to understand. He gave a good insight and tools to assist in investigating.

*Lynsey Hanley  
Quantum Care*

## Training Costs / Investment

### Bespoke In-House or Live-Online Course

£2,150 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

*International Price Varies*

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

### All our training includes:

- Two full days of quality training, delivered by an experienced trainer
- Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

### We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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## Customer Reviews

“ The content was absolutely as indicated in the overview and more. It has helped me crystalize my thoughts and understand how to be a better manager. The trainer’s presentation was particularly good in that Chris used his own experiences to relate the subject matter. This helped me apply the logic in a ‘real life’ situation.

*Emma Charlesworth  
Nuwmark Ltd*

“ The course content will be of great value to any manager on the journey through their life-long career. Chris is a true practitioner of the concepts taught during this course. This helps the delegates believe they are practical not just theoretical.

*Chris Jones  
International Greetings UK Ltd*

“ A good spread of practical and relevant subjects. Good use of practical application. It was all beneficial. The presentation was very engaging, entertaining and thought provoking. Great use of real world examples and stories to back up theory. Also willing to coach a little on personal issues relevant to the course.

*Wayne Robshaw  
Mobysoft Limited*

“ The course was intense but manageable. Covered the subject, incorporating additional elements that made the understanding of subject matter easier to apply to workplace or home. The trainer was excellent, clear, smoothly moved into next subject. Overall an excellent course delivered in a way that I can use both in my workplace and home life.

*Carole Bullock  
Sentinel House Association Ltd*