



# Rising to the challenge of being a Supervisor

## One day workshop

## Why this course?

**The FCA Training and Competency Rules require you to be able to prove your staff are competent for their job role. It is surprising how many Supervisors/those with a role where they are responsible for staff have not received any formal training in this area.**

This one day course will help those who are new to the role and those who have not had any formal training in their role as a supervisor or team leader. It is designed for existing supervisors and team leaders with some experience in the role but also for those who are new to the role and not had any formal leadership training. It is great for those aspiring team leaders as part of their personal development programme.

### Course objectives:

At the end of the course delegates will be able to:

- Understand their role as a Supervisor Team Leader
- Appreciate the value of positive Motivation
- Understand and improve Communication skills
- Understand Assertiveness
- Examine the power of Influencing
- Be able to deal with 'Difficults'
- Appreciate Delegation
- Examine Training/Coaching
- Pick up practical techniques

### Topics covered during the session:

- Understanding the role of the Supervisor/Team Leader
- Motivation – self and others
- Dealing with 'difficult' people and situations
- Communication Skills
- Building rapport and Influencing Skills
- Being assertive
- Delegation
- Training and coaching your team

# Who should attend?

This workshop will help delegates who are new to the role, or those who have not had any formal training in their role as supervisor or team leader. It is designed for existing supervisors and team leaders with some experience in the role, but also for those who are new to the role and not had any formal leadership training. Plus it's great for those aspiring team leaders as part of their personal development programme.

## Methods used:

This is an interactive day using presentation and discussion. Syndicate exercises/'Live' case studies and practice sessions.

# Times and location:

## Date and Time:

14th March 2019. Registration is at 9.00am, the course commences at 9.15am – 4.00pm

## Venue:

2nd Floor Barlow House, Minshull Street, Manchester, M1 3DZ

## Cost:

£179 plus vat per delegate and includes lunch and refreshments. Please let us know in advance if you have any special dietary requirements.

**Contact Deborah on 0161 870 6637 or [deborah@createsolutions.co.uk](mailto:deborah@createsolutions.co.uk)**



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