



## The Cape Chamber of PIFSA

Presents

# Supervisor Course

### **COURSE OBJECTIVES:**

The objective of this course is to provide delegates with a clear understanding of the role and responsibilities of a supervisor. It identifies where a supervisor fits into the management structure within an organisation. It provides delegates with the tools to become a more effective leader in the workplace, identifying various leadership styles that can be used and when to use the most appropriate style. The motivation of subordinates is identified as key to greater productivity and there is a focus on the links between leadership, motivation, communications and delegation skills.

### **WHO SHOULD ATTEND THIS COURSE:**

This course is an essential for recently appointed supervisors, those who are on a development path, or those Supervisors who have never had the benefit of attending a training programme on Supervisory Leadership techniques.

### **COURSE CONTENT**

The course comprises of 2 modules, a delegate may attend only the Introduction course without progressing onto the Supervisory Course but before attempting Module 2, a delegate must have completed the Introduction course.

### **INTRODUCTION COURSE (MODULE 1)**

<ul style="list-style-type: none"><li>• The Expectations of management</li></ul>	<ul style="list-style-type: none"><li>• What is expected of a good leader</li></ul>
<ul style="list-style-type: none"><li>• The relevant skills required to fulfill the role</li></ul>	<ul style="list-style-type: none"><li>• Putting controls in place</li></ul>
<ul style="list-style-type: none"><li>• Looking at the bigger picture</li></ul>	<ul style="list-style-type: none"><li>• The role of the supervisor regarding discipline in the workplace</li></ul>
<ul style="list-style-type: none"><li>• The benefits of efficient &amp; effective plans</li></ul>	<ul style="list-style-type: none"><li>• The importance of personal growth and development</li></ul>

### **SUPERVISORY COURSE (MODULE 2, 3 & 4)**

The supervisory course consists of three modules of 2 days each. This course is aimed at supervisors who are already employed in the position of a supervisor. The content covers the role of the supervisor and the challenges to be faced on a daily basis regarding:

<ul style="list-style-type: none"><li>• The Supervisor's Role</li></ul>	<ul style="list-style-type: none"><li>• Setting goals</li></ul>
<ul style="list-style-type: none"><li>• Skills required for the role</li></ul>	<ul style="list-style-type: none"><li>• Motivation</li></ul>
<ul style="list-style-type: none"><li>• Leadership skills</li></ul>	<ul style="list-style-type: none"><li>• Communication</li></ul>
<ul style="list-style-type: none"><li>• The importance of Planning</li></ul>	<ul style="list-style-type: none"><li>• Handling conflict</li></ul>
<ul style="list-style-type: none"><li>• Measure and Control</li></ul>	<ul style="list-style-type: none"><li>• Stress</li></ul>
<ul style="list-style-type: none"><li>• Behaviour of the supervisor</li></ul>	<ul style="list-style-type: none"><li>• Discipline in the workplace</li></ul>
<ul style="list-style-type: none"><li>• Management expectations</li></ul>	<ul style="list-style-type: none"><li>• Broader view of floor operations</li></ul>

*At the end of each module candidates are given practical exercises to apply in the workplace for discussion at the beginning of the next module.*

### **DURATION:**

Duration : Module 1: 1 day - refer to national calendar for dates  
Module 2: 3 sections - 2 days each (total of 6 days) - refer to national calendar for dates

Times : 08:30 – 16:30

**COST PER DELEGATE:**

Please contact the Cape Town chamber for pricing  
The course includes a Light lunch, tea & coffee and Course notes  
A minimum of (x10) delegates are required  
Arrangements can be made for in house training

**VENUE:**

Woodlands Training Centre, 19A Woodlands Road, Woodstock

**ENROLMENT:**

For any further information please contact Lincet Bester at the Cape Chamber office on 021 595 1367 or [lincet@cape.pifsa.org](mailto:lincet@cape.pifsa.org), For enrolment please complete the Enrolment form and fax it to Lincet Bester on 021 595 1376