

Supervisory Skills – Frontline Services

Course programme

For further information, please contact training@apse.org.uk

09:45 - 10:00	REGISTRATION (and Tech Check)
10:00 - 11:00	<h3>UNIT 1: Supervision and Leadership</h3> <ul style="list-style-type: none">What is required from you as a supervisor?Role models of leadershipLeadership and supervisionWhat are the current issues?Task methodology
11:00 - 11:15	COMFORT BREAK
11:15 - 12:30	<h3>UNIT 2: The role of a Team Leader</h3> <ul style="list-style-type: none">Team buildingIdentifying strengths and weaknesses
12:30 - 13:15	LUNCH
13:15 - 14:30	<h3>UNIT 3: Being effective in your role.</h3> <ul style="list-style-type: none">Customer Service and frontline sectors – who are your customers?Health and Safety – Supervision and monitoringTime Management: Prioritising the tasks
14:30 - 14:45	COMFORT BREAK
14:45 - 15:45	<h3>Supervisory Tips</h3> <ul style="list-style-type: none">Problem solvingDealing with changeListening SkillsLearning StylesTalking to staff
15:45 - 16:00	PLENARY, FEEDBACK AND CLOSE