

Supervisory skills for team leaders in frontline services

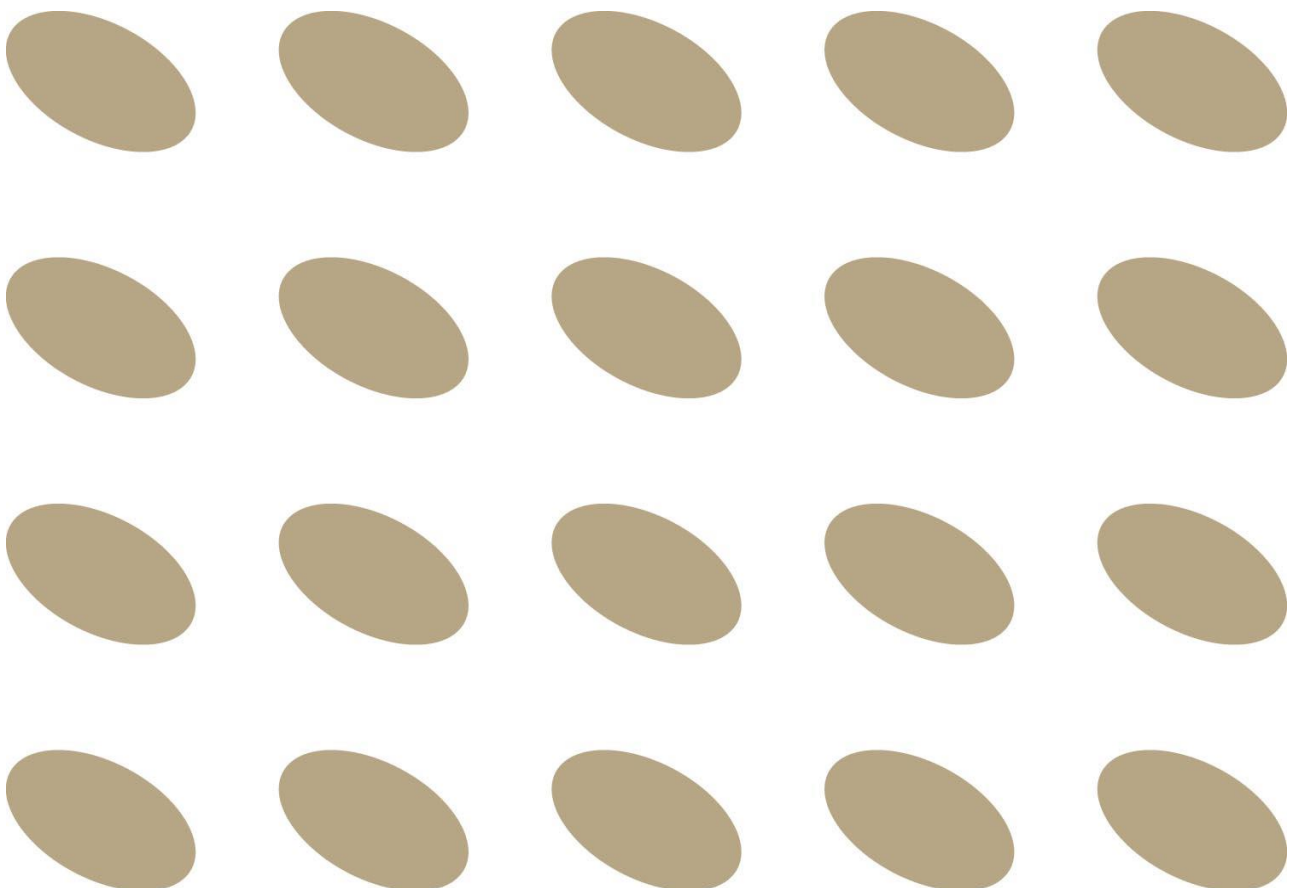
20 November 2018, Glasgow

12 December 2018, Manchester

14 January 2019, Belfast

28 January 2019, Exeter (hosting)

31 January 2019, Cardiff



Supervisory skills – frontline services

Introduction

APSE training is offering a supervisory skills course for team leaders across all frontline services.

This one day skills development course will explain what is meant by team leadership and team building, and give direction to supervisors in developing staff to provide an improved front line service across all local authority sectors.

The course will also consider the issues faced by supervisors in the challenging times for councils including health and safety and customer service.

Outcomes:

- Appreciate what skills are required in supervising staff
- Examine the issues facing your service sector
- Understand the role of a team leader and discover your natural style
- Identify the strengths and weaknesses in your team
- Recognise your role in developing staff
- Stepping up the challenges
- Taking action to improve customer service and performance



Continuous Professional Development (CPD)

This course has been independently certified as conforming to accepted CPD guidelines. Delegates will earn 5 CPD points from attending the full course and will be issued with a CPD certificate for their personal records.

Who Will Benefit?

Those who are looking to develop or refresh their supervisory skills

- Team leaders
- Supervisors of front line staff
- Newly appointed managers with responsibility for staff

Trainer

The sessions will be delivered by Jan Kennedy

Jan Kennedy

Jan Kennedy is Head of Training and has responsibility for apse training, skills and development. Jan has a background in training and development, firstly as an executive training officer in central government where she gained her CIPD in Training & Development.

She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team. Jan has experience of managing and delivering a wide range of training and development including Liverpool's One Stop Shop training programme.

Prior to joining APSE Jan managed the Lifelong Learning Employability curriculum in Adult and Community Education. Jan holds a Certificate in Post 16 Education and a CLAIT Advanced in ICT.

Jan is also qualified in level A and level B psychometric testing.

Since joining APSE Jan regularly delivers training on a range of topics including Project Management, Leadership, Supervisory skills (across service sectors), Managing Change, Negotiation Skills, Time Management, Marketing, Lean Thinking, and Service Level Agreements. Jan works in partnership with Hull University to deliver training modules to lunchtime supervisors. Jan also co-delivers on the current Master Classes on Health and Safety Issues, Public Sector Scorecard and Prince2 overview for Senior Managers.

Jan can be contacted at e-mail address at: jkennedy@apse.org.uk or by telephoning her on either 0161-772-1810(Office) or 07764-252-107 (Mobile)

What's included?

Course fees include delegates' documentation and course material including case studies, suggested practices and appropriate toolkits and templates, lunch and refreshments. Please note that the fee does not include hotel accommodation. Hotel information is available from the APSE secretariat on request.

Duration

1 day event: Start time: **9.30 am**

Finish time: **4.30 pm**

Please note this event can be delivered in-house for the cost effective rate of £1299.00 + vat (and low cost trainer travel)

Up to 20 of your staff may attend and APSE welcomes local authorities sharing the cost with a neighbouring council.

If you wish to take up this option APSE will manage all associated admin on your behalf.

Dates and timings of delivery will be negotiated in accordance with service requirements.

Comments from previous delegates

Gary Meyers, South Gloucestershire Council

"really enjoyed the course, pace and atmosphere. well facilitated"

Brent Richardson, West Lindsey Council

"trainer was very clear and sure of what she was doing"

Sharon MacDonald, Midlothian Council

"Jan was very engaging and kept the group focused throughout the course"

Lorraine Horton, Vale of Glamorgan Council

"Jan was a very good trainer, made it fun and the day flew by. It was interesting to find out what our personalities were like. I would recommend the course"

Gary Gleed, Swindon Council

"very well presented, covered a lot of methods to use in useful scenarios"

9.15 -9.30

Registration

Domestics, Objectives and Ice Breaker

Supervision and Leadership

- What is required from you as a supervisor
- Role models of leadership
- Leadership and supervision

Service sector discussion

- What are the current issues
- Task methodology

10.30 -10.45

Morning Break

The role of a Team Leader

- Team Building
- Identifying strengths and weaknesses

12.30-13.30

Lunch Break

Customer Service and front line sectors

- Who are the Customers
- The impact of good service
- Managing performance

Health and Safety

- Risks and Hazards
- Supervision and monitoring

Time Management

- Prioritising the tasks

14.30-14.45

Afternoon Break

Supervisory Tips on.....

- Problem solving
- Dealing with change
- Listening skills
- Learning styles
- Talking to staff

16.00.-16.15

Evaluations, Certificates and Close

For official use:

Del No:

Date:

Database: Y / N

Confirmation: Y / N

Supervisory skills – front line services booking form

Contact name: _____ Employer: _____

Address: _____

Post code: _____ Telephone: _____

Email: _____

Delegate name	Job title	Email address

Please state if delegates have any special requirements (dietary/access/information in alternate formats):

Booking information: APSE will take bookings up to 24 hrs prior to the course, subject to availability.

You are however advised to book early to secure your place and avoid disappointment.

Please note: places on the sessions will be strictly limited to a first come first served basis. Provisional reservations for places are not accepted on this form.

Please tick all relevant boxes:

☐ 20 November 2018, Glasgow

☐ 12 December 2018, Manchester

☐ 14 January 2019, Belfast

☐ 28 January 2019, Exeter (hosting)

☐ 31 January 2019, Cardiff

☐ Please confirm that you agree to APSE's GDPR policy which includes APSE retaining your details so that we can send you information relevant to your area of interest. If you are making a booking on behalf of other delegates please confirm that you have their permission to be included on our database.

[The full APSE GDPR policy is available at the APSE website www.apse.org.uk](http://www.apse.org.uk)

APSE members: ☐ 1 delegate:

£159 + VAT per delegate per course

☐ 3 or more delegates

£139+ VAT per delegate per course

(Discount only applies to delegates attending same date.)

Non-members: ☐ per delegate

£259 + VAT

I found out about the event via: email ☐ website ☐ seminar ☐ advisory group ☐ manager/colleague ☐ other ☐

Please quote your purchase order number (if appropriate): _____

☐ I am paying in advance

☐ I am paying by cheque

☐ I am paying by bacs

Booking confirmation: APSE issues a written confirmation letter to the 'contact name' for all delegate bookings received. We **will not** send confirmation to each delegate named on the booking form, unless this has been requested in writing. Should the 'contact name' not receive a confirmation letter **by post within 10 working days** of sending the booking form, then please contact APSE on telephone: 0161 772 1810.

Payment: APSE will issue an invoice after the event to delegates attending from Local Authorities, public sector and local government organisations or APSE approved partners unless we are notified otherwise.

In the event of any delegates not being invoiced through the organisations stated above APSE will require payment in advance before the event. Payment must be submitted within 10 working days of making the booking.

Advance payment must be made either by cheque payable to: APSE or by bacs (details can be provided on request at jkennedy@apse.org.uk). A receipt will be provided on request.

All delegate fees are subject to vat, the rates quoted are exclusive of vat. Please ensure you include this in your payment.

Cancellation charges: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to jkennedy@apse.org.uk or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event and will incur a £55 administration fee. The full delegate fee will be payable for cancellations received less than 10 working days before the event or for non-attendance. All fees are non-refundable after the cancellation period.

Booking transfers will only be acceptable, if there is availability on another date for the same course, and will incur a £55 administration fee. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. APSE regrets we cannot accept any liability for associated transport or hotel costs in the event of course cancellations made by us.

The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Please return completed form to: Jan Kennedy, APSE – 2nd Floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester, M32 0FP.

Tel 0161 772 1810 – Fax 0161 772 1811 - Email: jkennedy@apse.org.uk - Web: www.apse.org.uk



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