

# Supervisory Development Program

## Contents:

### Day One: Unleashing The Leader Within!

#### Self-Leadership

- Making the transition from employee to supervisor
- Introduction and Benefits of Self-Management at Work
- Self-Awareness
- Values
- Self-Motivation –Self Determination Theory-
- Self Confidence and Self Esteem
- Personal Strengths and Weaknesses
- Personal Goals

#### The Basics (Planning, Organizing Scheduling)

- Types of Plans
- Goals
- Prioritizing tasks
- Scheduling
- Formulating Plans
- Formulating Strategies
- Scheduling

#### Delegation Skills

- Delegation and giving Clear instructions
- Setting Expectations

### Day Two: Exceptional Communication Skills

#### Situational Leadership

- Types of Delegates
- Needs of Delegates



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- Improving Delegate performance
- Flexibility in using styles

### **Personality Types**

- The Ned-Herman whole brain model Personality Types and How to Communicate with Each Type

### **Body Language and Rapport**

- Identifying Positive and Negative Body Language Gestures
- Using good Body Language in your communication
- Developing Rapport with others easily
- Making Good First Impressions
- Learning Styles (VAK)
- Value Based Communication

### **Assertiveness Communication**

- Principles of Assertive Communication
- How to Communicate assertively without offending
- How to Say NO without offending
- Healthy and Unhealthy behaviors in communication

### **Day Three: Optimizing Team Performance**

#### **Handling Conflict (Individual and Teams)**

- Cog's Ladder 5 stages for accelerating co-operation and optimizing performance in teams
- Conflict communication Styles
- Precision Questioning
- Active Listening
- Gaining Agreement (Hierarchy of Ideas)
- Communication Differences without offending (Agreement Frame)

#### **Coaching Tools for Supervisors**

- Identifying Causes of Poor performance and managing them
- G.R.O.W model for coaching



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- Giving Constructive Feedback

### **Change Management made Easy**

- Distinguishing between change and transition, and how people react to change
- Change shocks and the theory of adaptability
- Building awareness of the importance of change within organization
- Managing fear of change, and how to minimize the transition of change
- Developing a favorable mindset towards change
- Motivating self and others to change
- How to create and communicate an effective change plan
- Execution of change plans with confidence and motivation

### **Language:**

- The materials for the trainees will be in English.
- The language of instruction will be in Arabic / English.