Leadership Skills for Supervisors - Communication, Coaching and Conflict

Course Objectives

On completion of the programme participants should be able to:

- Develop more flexibility to use other leadership styles.
- Institute effective and efficient communication skills
- Apply effective leadership skills
- Promote good relationships at workplace
- Prioritize, plan, and manage their time.
- Search for ways to overcome communication barriers.
- Determine ways they can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to engage in productive rather than toxic debate, and to make conflict a powerful force for creative, well-rounded solutions to problems.

Course Outline

- Management Principles and Practices
- Introduction to Leadership
- Sources of power for leaders
- Defining Power and Influence
- Leadership Styles
- What Makes a Good Leader?
- What Successful Leaders Do
- New Functions of Management
- Strategic Management
- Human Resources Management
- The Communication Cycle
- Types of Communication
- Communication as a Leadership Tool
- Managing Your Time and Your Energy
- The Commitment Curve
- Employee Development Models
• Team building Skills
• Assertiveness Skills
• Interpersonal relationship skills
• Delegation skills
• Motivation Tools
• Health and Safety issues at work
• Stress management
• Relationship Management
• Dealing with Conflict and Difficult Issues
• Grievance Handling and Disputes Settlement
• Database Management
• Action Planning

Dates: 02nd – 13th December 2019
Cost: US$3150/delegate
Duration: 2 weeks
Venue: Pretoria, RSA