

The Supervisor Development Pack

– Activity Summary –

- 1. More Than Just a Title**
The roles and responsibilities of the supervisor.
- 2. I Thought That's What I Said**
An introduction to communication skills.
- 3. You Said That Without Moving Your Lips**
Understanding body language.
- 4. Who Are the Customers?**
The concept of Total Quality Service.
- 5. The Answer's No... Now, What Was the Question?**
A guide to decision making.
- 6. Taking the Lead**
An introduction to leadership.
- 7. Do it NOW!... If That's OK With Everyone Else?**
Styles of leadership.
- 8. Achievement Through People**
The task and the team.
- 9. The Eggs-ercise**
An exercise in team leadership and team working.
- 10. There Just Aren't Enough Hours in the Day**
Use and abuse of time.

11. Never Confuse Movement With Achievement

The Time Management Graph.

12. I've Only Got One Pair of Hands

The art of delegation.

13. I'll Hold the Post...

Giving clear instructions.

14. My Role is to Enable US to do OUR Job

Teamskills

15. Here's A Good Course... Now Who Can We Send?!

The supervisor as a trainer.