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## **SUPERVISORY AND MANAGEMENT DEVELOPMENT SKILLS**

**DATE: 25<sup>TH</sup> – 29<sup>TH</sup> MAY 2020**

**VENUE: MERICA HOTEL, NAKURU**

**COST: KSHS 87,500 PER PERSON EXCLUDING VAT**

**NITA REGISTERED: NITA/TRN/916**

### **INTRODUCTION**

**Bruce Barton** said that “The five steps in teaching an employee new skill are preparation, explanation, showing, observation and supervision” The supervisors in today’s current dynamic and turbulent business environment, play a crucial role in the organisation, which include managing key result areas in any enterprise. In the current competitive business environment, supervisors are under pressure to deliver outstanding results and maintain the momentum to make a difference in their work. It is therefore important and imperative that they are empowered with the knowledge and skills to enable them manage resources effectively and efficiently with passion.

Change is the norm and a constant factor at workplace. Supervisors are responsible for their own productivity and that of staff reporting to and working under them. Their day-to-day dealings includes colleagues, their immediate superiors and senior management who have different interests and viewpoints. Our proposed training will equip them with proven supervisory techniques and strategies that they can apply immediately. The skills savvy supervisors need to succeed include but not limited to planning, organizing, communication and monitoring. Supervisors need to leverage both hard skills and people skills to meet the new challenges with increased confidence, respect and power.

Our Supervisory Skills Program is designed to give participants a deep understanding of important leadership and supervision concepts and equip them to play a firm, fair and effective role as leaders and supervisors. Participants are also trained to avoid a passive or authoritarian style of leadership and to strike a fair balance between the interests of the company and the interests of staff. This 5-day Supervisory Skills Program is an effective tool in changing leadership knowledge as well as behaviors of participants.

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The program is crafted to improve the skills and competencies of participants with the aim of enhancing both, the relations between workers and supervisors, and productivity. The goal of this training is to significantly improve staff motivation and morale, and lead to better company performance.

### OBJECTIVES OF THE ASSIGNMENT

At the end of the training, the participants should be able to do the following:

- a) Undertake Participative management and management by objective
- b) Communicate effectively
- c) Write Excellent Reports
- d) Apply Leadership skills
- e) Adhere to Ethical requirements of effective management
- f) Understand the Supervisory process
- g) Appreciate the vital role of Leadership in management
- h) Apply motivational techniques and situational leadership styles to enhance employee performance
- i) Foster harmonious Employee relations by improving the management- employee relationship
- j) Undertake objective Performance appraisal
- k) Use effective decision making and problem solving
- l) Create conducive atmosphere for teamwork performance

### TARGET GROUP

This course is designed for heads of units and or supervisors from target departments. The staff will most likely come from most departments in organizations. The target group includes but not limited to:

- ✓ Managers and Supervisors from Research department
- ✓ Management and Supervisors from Sales and Marketing department
- ✓ Managers and Supervisors from PR and Communication department
- ✓ Managers and Supervisors from HR department
- ✓ Managers and Supervisors from Accounts and Finance department
- ✓ Managers and Supervisors from Supply Chain department
- ✓ Managers and Supervisors from production department
- ✓ Managers and Supervisors from ICT department
- ✓ Managers and Supervisors from Legal department

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## COMPETENCIES

Target Competencies include:

- Effective communication & active listening
- Managing performance & problem-solving ability
- Results orientation & creativity

## BENEFITS TO AN ORGANIZATION

Training is an investment in the future of your organisation and employees in which the payback is immediate. Building skills and improving knowledge helps your company stay ahead of competition in the dynamic finance industry. There is this ancient Chinese proverb that says: *“Give a man a fish and you feed him for a day. Teach a man to catch fish and you feed him for a lifetime.”* This training is one of the building blocks for developing a solid culture of excellent leadership and exceptional supervisory skills that will benefit your company with:

- Hands on training and empowerment of supervisors as they approach their work
- Higher value for trainees
- Fostering good relations between trainees and the staff working under them
- Improvement of the productivity per employee in the company
- Benefits from a well-trained pool of supervisors. A workforce that can generate well thought out and analyzed reports be it in the financial, operational or research fields.

## OUR TRAINING METHODOLOGY

At DGMB, we have spent a couple of years developing and refining our training approach in this area. Our methodology has several features that will ensure your staff experience a robust and relevant program; one that strengthens team dynamics and the organization deliver improved results. Some of the highlights of our unique approach are:

### ◆ **Reduced Emphasis on Formal Training**

We base our course designs on the 70:20:10 paradigms. Research indicates that about 70% of what adults learn is through on-the-job experience, 20% through social learning, and 10% through formal training. We present information in ways that engage participants and generate plenty of discussion and sharing of experiences. We also provide individual and group assignments that encourage participants to integrate new concepts into their daily work.

◆ **Practical and Relevant Content**

In assessing and designing customer service and communications skills course, we remembered Hermann Ebbinghaus' famous 'forgetting curve' that shows we forget 50% of learned material within one hour unless it is put into practice. Our needs analysis and instructional design practices produce engaging, real-world learning materials, customized so that participants relate fully with the content.

◆ **Employing the Wisdom of Renowned Management Thinkers**

We employ the wisdom of renowned academics and authors on business and management like Henry Mintzberg who believes that:

- ✓ management should emphasize teamwork, rather than rely on heroic individualism
- ✓ effective staff are reflective in the context of taking action
- ✓ management development works best as social learning in small groups

◆ **Research-supported Methods**

Our training delivery is always informed by research on adult learning principles and by our experience as organizational development consultants, instructional designers and facilitators. Consequently, we include plenty of opportunities for learners to apply key concepts, using scenarios and simulations, personal action plans, accountability partners, and other techniques. These methods ensure participants retain what they have learned, apply what they have learned quickly, refine their approach, and internalize learning for long-term use.

◆ **Uncommon Focus**

Few training firms follow good design principles consistently because it takes time, sustained focus and clarity. Compared to other strategies and methodologies, Inspired Kenya's office skills program will:

- ✓ Help you build strong internal communities
- ✓ Help staff learn more rapidly
- ✓ Build in lasting change through reflection
- ✓ Create working teams that are more cohesive, resilient, and productive

In this we have combined the following training approaches:

- i. Presentations through lecturing, group exercises, demonstrations and group discussions including presentations to enable interactions between the facilitators and the participants and among participants.
- ii. Discussions on topical issues arising from the various sessions and during the scheduled plenary discussions.
- iii. Citation of real case scenarios to enhance understanding of the core concepts, issues and training strategies
- iv. Role play, games and hands-on exercises
- v. Held plenary sessions to identify way forward



DGMB has deployed modern training aids aimed at making the training more exciting, inspiring and interesting. The teaching aids are numerous and serve different purposes. We used the following teaching aids to be very effective in capturing the imagination of the trainees:

- ✓ Overhead Transparencies (Colored power point slides), Demonstrations and emailed training materials to each participant.

## WORK PLAN

Our proposed work plan is laid out below. Our work plan has been intelligently designed to assure achievement of the objectives of the training on management and supervisory skills development. Given the expectations of our clients, our team of facilitators will adopt a practical and experiential approach. The training day will consist of Two (2) sessions intelligently spread to cover the entire training for Five (5) days as per the timetable below and will be co-facilitated by three experts. This will include a combination of presentations, group exercises, case studies, individual exercise, hands-on exercises, and feedback.

## COURSE DURATION

The course duration is **FIVE (5)** days that will run as per our proposed 5-day training programme (Timetable). The length of the training is adequate to cover the entire course as shown in the timetable below. Over the duration of the training, participants will *"Learn how to manage, supervise, lead, motivate and improve employee productivity"*. In addition, they will learn the best strategies and techniques for getting the most out of those staff who work under them. In these five (5) days of training, your participants will uncover the secrets of outstanding supervisory skills.

## TIMETABLE

Find below the programme for this training:

DAY ONE	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Introduction to Management. - Embracing Your Role and Expectations
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:00 am – 1:00 pm	Supervisory Process
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	People Management Skills - Managing a diverse workforce

4:00 pm – 4:15 pm	Coffee/Tea, Wrap Up & End of Day One
<b>DAY TWO</b>	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Coaching for High Quality Performance
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:00 am – 1:00 pm	Moving Team Development to the Next Level of Excellence
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	Creating a Motivating Environment
4:00 pm – 4:15 pm	Coffee/Tea, Wrap Up & End of Day One
<b>DAY THREE</b>	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Succession Planning for Continuing Growth
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:00 am – 1:00 pm	<b>Managing Time Effectively</b>
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	Employee and Industrial Relations
<b>4:00 pm – 4:15 pm</b>	Coffee/Tea, Wrap Up & End of Day Two
<b>DAY FOUR</b>	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Excellent Report Writing
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:00 am – 1:00 pm	Decision making and problem solving
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	Robust Performance Management
4:00 pm – 4:15 pm	Coffee/Tea, Wrap Up & End of Day Three
<b>DAY FIVE</b>	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Leading with Passion and Ethical requirements of effective management
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:00 am – 1:00 pm	Work Life Balance
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	Emotional Intelligence
4:00 pm – 4:15 pm	Coffee/Tea, Wrap Up, Graduation & End of Day Three

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## ADMINISTRATION DETAILS

Dates: 25<sup>th</sup> – 29<sup>th</sup> May 2020

Time: 8:00 a.m. – 5:00 p.m.

Venue: Merica Hotel, Nakuru

Attire: Smart Casual

For enquiries or registration call [David or Caroline](#) on: (+254) 722 352 680/ (+254) 717 968 342.

Alternatively, Email: [training@dgmbtraining.co.ke](mailto:training@dgmbtraining.co.ke) or [dgmbfinance@gmail.com](mailto:dgmbfinance@gmail.com)

## PRE-REQUISITES

No prior detailed knowledge of Supervision is required.

## CERTIFICATION

At the end of the Training, Certificate of Participation, will be awarded to all those who successfully complete the course.

## YOUR INVESTMENT

We shall offer this training at a professional fee of Kenya shillings **87,500** inclusive of VAT per participant, for the entire duration of the course. This fee will cover our charges, costs of course preparations and training materials, equipment, venue, meals and refreshments for participants and resource persons. However, it excludes the costs for transport and accommodation.

## HOW TO PAY

1. Issue a Cheque in the name of “DGMB Training Solutions Ltd” or
2. Remit the Training fees via RTGS or Electronic Funds Transfer (EFT) to our Bank, the details are: -  
Account Name: - DGMB Training Solutions Limited, Bank: Cooperative Bank of Kenya, Branch: City Hall Branch, Nairobi, Account Number: - 01148231039600 and Branch Code: -11049.
3. Our PIN is P051349463P