



أكاديمية الزمالة
العربية البريطانية



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Arab British Academy Fellowship
A.B.A.F





Supervisory Skills Development

Objectives

- Identify the basic skills of the supervisor
- Gain communication skills with others
- Learn the principles of key management processes
- Knowledge of problem solving and decision-making skills
- Learn about change management methods

Who Should Attend?

- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Employees of the administrative sector
- Secretary and office supervisors
- Team leaders and professionals

Seminar Outline

DAY 1

- Define the connection
- The importance of communication to supervisors
- Obstacles to communication between supervisor and staff
- Effective communication steps
- Basic communication skills (interpersonal skills).

DAY 2

- Definition of planning
- Planning Types (Business Planning - Project Planning - Business Scheduling)
- Setting goals
- Planning Steps
- Schedule



DAY 3

- Definition of organization
- Basic principles of organization
- Relations between jobs and power lines
- Distribution of tasks
- Develop an efficient alternative
- Time Management
- Scheduling and task assignment

DAY 4

- Master of Leadership
- Theories and methods of leadership
- Determination of leadership method
- Stimulus
- On-the-job training and role
- For an administrator
- Performance evaluation
- Addressing poor performance and undesirable behaviors

DAY 5

- Definition of censorship
- The role of administrative functions in facilitating the control process
- Supervisory control methods
- Targeted criticism
- corrective actions



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