



# Supervisor Basic Training

***‘Master your Managerial Skills for  
Better Teamwork and High Team Performance’***

**(16 hours)**

Have you only recently had experience as a supervisor? If so, you've already experienced that leading a team in a busy work environment is no easy task. You have many different things on your mind.

Are you competent to manage them all? Do you have the right tools and techniques, such as

- setting daily goals and team objectives
- managing and leading your team
- coaching team members (better quality, higher output)
- leading (daily) meetings
- handling customer complaints
- having one-on-one conversations with employees (conflicts, poor performance, etc.)
- managing your agenda and energy

Is this what you experience? That your days are a whirlwind of constant activity, firefighting and racing against the clock. Are you tired of the nonstop busyness?

In this training you will learn how to regain control of your workday, get the best out of your team and improve your performance.

## **OBJECTIVES**

This 16-hour training will provide you with proven techniques and practical tools that will help you master yourself and your team! You will feel stronger, act more maturely and manage all the tasks and responsibilities you have with more confidence. You will have more impact and lead your work with more grip and energy.

All to the benefit of yourself, your team members, management and not to forget the customers!



## WHAT WILL YOU LEARN IN THIS COURSE?

Upon completion of this course, you will take away with you:

- ✓ Recognize the role and responsibility of the supervisor
- ✓ Improve coaching techniques
- ✓ Conducting effective one-on-ones with employees
- ✓ Recognize nonverbal cues in communication
- ✓ Lead team meetings (briefing and debriefing) and follow up on actions
- ✓ Engage, motivate and address team members
- ✓ Improve team performance; open ('speak out') and secure teamwork
- ✓ Handle customer complaints
- ✓ Be aware of 'red flags' and act
- ✓ Analyze and solve problems
- ✓ Balance your own personal agenda and energy

## GENERAL INFORMATION

**Duration:** 16 hours; 4 workshops each 4 hours; one session per 2 weeks

**Dates:** Thursday April 25, May 16 & 30, June 13, 2024 from 8.30 a.m. - 12.30 a.m.

**Location:** The Meeting room at Dakota shopping paradise:

**Cost: AWG 1.250,00 per participant**

Including:

- PDF document with the content of all modules
- Handout documents for assignments during lessons
- Examples of tools, communication scripts, protocols for use in daily practice
- Digital certificate
- Snacks, coffee and refreshments

**>NOTE: NOT INCLUDED Personal Coaching sessions<**

### **Payment conditions:**

The contact person will receive an invoice by mail.

Payment: 50% payment 2 weeks prior the start of the training and 50% after completion of the course.



**Language:**

The course will be conducted in English

**Number of participants**

Minimum 8, maximum 14 participants

**Registration:**

Fill in attached application form: [www.qesh-aruba.com/application-form](http://www.qesh-aruba.com/application-form)

**Extra option:**

***Personal Coaching.***

*You can supplement this course with PERSONAL COACHING.*

*It will definitely have a greater impact in transferring tools and techniques to your daily work. In the coaching sessions, we will discuss how to deal with the barriers you face in your work. You will bring in your own cases related to team members or personal concerns. We evaluate the impact of your ways of working and reflect on your personal values, motivations and beliefs.*

**Interested?**

*Please contact us to discuss a tailor-made set up for you, including price.*

**For more information contact us at: [info@qesh-aruba.com](mailto:info@qesh-aruba.com)**

**You want to enscribe: [www.qesh-aruba.com/apllication-form](http://www.qesh-aruba.com/apllication-form)**