

learning  
equals  
development

# EQV Course Outline



■ Staff Supervision (Ref BS-M-SS)

■ 1 Day

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# Staff Supervision (Ref BS-M-SS)

(1 Day)

## Business Benefit

Without a sound understanding of the supervisor's role and a good grasp of the basic skills, many may struggle, flounder and possibly fail. This course provides that understanding and kick-starts the development of those skills.

## Who Should Attend?

Those new to the role of supervision

## Learning Objectives

*By the end of this course you will be able to...*

- Recognise four classic management styles and the impact they have on staff.
- Recognise both 'convergent' and 'divergent' coaching needs.
- Demonstrate the appropriate coaching style to match those needs.
- Demonstrate the key communication skills needed to manage people effectively.
- Dispel five common myths about motivation.
- Create a competency based job description.
- Understand the essential rules of delegation and staff development

## Course Content

- Management Styles.
- Coaching.
- Goal setting and monitoring.
- Communication skills.
- Motivation.
- Creating a job description.
- Developing your people.
- Management tips.

## You may also be interested in

Coaching & Mentoring  
Effective Delegation  
Leadership  
Motivation  
Performance Management

Dates: 13 Jan • 12 Feb • 12 Mar • 15 Apr • 14 May  
11 Jun • 16 Jul • 18 Aug • 15 Sep • 20 Oct  
17 Nov • 15 Dec

Price: **£395**  
per person

## The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

## The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

## Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training coordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided catering for a variety of dietary needs.

## What Delegates Say about this course

*"I feel much more confident in dealing with staff in my new supervisory role"*

*"Invaluable course"*

*"Impressive knowledge very helpful"*

