

Dynamic Supervision



**AMALGA
TRAINING**

Explains the basic roles of the supervisor, the expectations of management and subordinates, how to communicate and instruct clearly, and how to stay mentally fit.

COURSE TYPE

Short Course

Value added · unaccredited

DURATION

2 Days

Classroom attendance

CERTIFICATE

Attendance

Issued by Amalga Training

WHO ATTENDS

All Professionals

No prior learning listed

About this Course

The course sets out what a supervisor is accountable for and what management and subordinates each expect of the role. The larger part of the two days goes to communication: emotion-focused communication, working in different ego-states, generational differences, verbal and non-verbal skills, reading different personalities, and delegating then validating the work. It closes on the supervisory disciplines that keep the role sustainable, namely time management and planning, and staying mentally fit while dealing with everyday challenges.

Who Should Attend

The course is open to **all professionals**:

- ▲ **Newly appointed supervisors** taking accountability for a team for the first time.
- ▲ **Team leaders and shift supervisors** communicating between management and staff.
- ▲ **Experienced supervisors** sharpening delegation, planning and personal resilience.

By the end of the course, a delegate will be able to:

Understand the role 01

Explain the basic roles of the supervisor and what management and subordinates expect.

Communicate both ways 02

Apply communication skills that work with managers, subordinates and clients alike.

Work with ego-states 03

Use emotion-focused communication and tap into their different ego-states.

Read personalities 04

Recognise different personalities and match the communication technique to each.

Delegate then validate 05

Give clear instructions, delegate the work and then validate that it was done.

Plan and stay fit 06

Manage time, plan ahead and stay mentally fit through everyday challenges.

COURSE PATHWAY ► TWO MODULES OVER TWO DAYS, THEN A CERTIFICATE OF ATTENDANCE

1 MODULE

Communication Skills

6 Topics

Communicating with managers, staff and clients.

2 MODULE

Supervisory Skills

2 Topics

Time management, planning and mental fitness.



FINAL

Certificate

Attendance

Issued on completion of the two days.

Two modules over two days

The course is delivered as two modules: the communication skills a supervisor draws on every day with managers, staff and clients, and the supervisory disciplines that keep the role sustainable.

2
MODULES

8 topics · 2 days

MODULE 1

Communication Skills

6 TOPICS

- ▶ **Improve Your Communication**
Important skills to improve your communication with your manager, subordinates and clients.
- ▶ **Emotion-Focused Skills and Ego-States**
Explore and understand emotion-focused communication skills, and tap into your different ego-states.
- ▶ **Generational, Verbal and Non-Verbal**
Generational communication skills, and verbal and non-verbal communication skills and how to apply them effectively.
- ▶ **Different Personalities**
Understand different personalities and their communication techniques.
- ▶ **Delegate Then Validate**
Hand work over, and then validate that it has been done.
- ▶ **Teamwork Do's and Don'ts**
The do's and don'ts that promote teamwork.

MODULE 2

Supervisory Skills

2 TOPICS

- ▶ **Time Management and Planning**
Time management, and the importance of planning.
- ▶ **Staying Mentally Fit**
How to stay mentally fit as a supervisor.

Certification & Benefits

Each delegate receives a certificate of attendance on completion of the two days. As value added training, the course contributes to:

- ✓ Employee wellness
- ✓ Mandatory grant (MG) spend
- ✓ B-BBEE skills development
- ✓ Value added training