

CUSTOMER SERVICE ACADEMY OF JAMAICA LIMITED

CERTIFICATE IN
EFFECTIVE SUPERVISION

CONTENT DOMAIN

CERTIFICATE IN EFFECTIVE SUPERVISION

Overview:

This 5-day (30-hour) certificate program will go a long way to improving the effectiveness of practicing supervisors. For participants who aspire to be supervisors, the program will introduce them to the skills and competencies essential for success as a supervisor.

General Objectives:

This certificate program is designed to:

- ✿ Reinforce supervisors' understanding of their role in managing people, caring for customers, and providing the kind of climate at the workplace that will make direct reports want to get out of bed in the morning, come to work on time, and do the work right first time.
- ✿ Provide supervisors with a clear understanding of what they really do or should be doing as a critically important leader of followers at the workplace.
- ✿ Provide them with an understanding of the importance of customer service in the success of service organizations.

Program Content:

- ✿ The Foundations of Successful Supervision
- ✿ The Leadership Qualities of the Supervisor
- ✿ What do Supervisors do?
- ✿ The Vital Functions of Effective Supervision
- ✿ Defining the Supervisor's Key Results Areas
- ✿ The Supervisor's Role in Creating Employee Value
- ✿ The Supervisor as a Strategic Leader
- ✿ The Supervisor as an Inspirational Leader
- ✿ The Supervisor as a Performance Leader
- ✿ The Supervisor as a Character Leader
- ✿ The Supervisor as a Mentor
- ✿ The Supervisor as a Communicator
- ✿ The Supervisor as a Coach
- ✿ The Supervisor as Facilitator: Building Teams, Using Participative Decision-Making, and Managing Conflicts

- ✱ The Supervisor as Monitor: Conducting Performance Appraisals
- ✱ The Supervisor as Climate Builder: Tips for Building a Great Workplace; Empowerment
- ✱ The Supervisor as Delegator
- ✱ The Supervisor's Role as a Customer Service Expert

Program Methodology:

Highly interactive workshop involving individual and group work, discussion, role play, video/DVD presentation.

Program Evaluation:

The final evaluation will consist of a 4-hour multiple choice examination of 200 questions. Candidates would need to obtain a pass mark of at least 60% to be successful.