



## The Keys to Supervisory Effectiveness

Duration: Two days

Time: 9am – 4pm

For: Experienced Supervisors

### PROGRAM OBJECTIVES

- ✚ To provide practical, realistic guides to leadership development
- ✚ To examine the impact of leadership on group effectiveness
- ✚ To examine the supervisor's role in customer service leadership
- ✚ To show how supervisors/leaders are catalysts in developing working teams
- ✚ To demonstrate that leadership means more than simply managing people
- ✚ To enable supervisors to feel good about themselves and be comfortable with who they are, and to ensure that they go back to their departments/sections highly motivated and determined to create a winning team.

### METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

### Content Domain

The supervisor as leader

The five foundations of successful supervision

The leadership qualities of the supervisor

The vital functions of effective supervision

Strategic leadership: Leading from the head

Inspirational leadership: Leading from the heart

Performance leadership

Character leadership

The leadership styles of supervisors

The Supervisor as Mentor

The Supervisor as Facilitator

The Supervisor as Monitor

The Supervisor as Climate Builder

The Supervisor as Delegator

The Supervisor's Role as Customer Service Expert

The Supervisor's Role in Promoting a Customer Service Culture at the Workplace

The Supervisor's Role in Managing the Service Encounter

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