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بروجاكس للتدريب والتطوير
Projacs Training and Development

Roadmap to Advanced Supervisory Skills – The Supervisor Development Program

برنامج تطوير المشرفين والإداريين –
المهارات الإشرافية والإدارية وتحقيق الأهداف

07 – 11 September 2020

Munich / Germany

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



Introduction

This Workshop offers an extensive training on the latest in supervision including new information on Challenges of Supervisors in the 21st Century, Fundamentals, Problem Solving and Decision Making, employee loyalty, conflict resolution, and group development, SMART Goals, Planning and Organizing, Leadership Skills and Motivation.

Objectives

By the end of this course practitioners shall learn to:

- Challenges of Supervision Today
- SMART Goals
- Planning and Organizing
- Problem Solving and Decision Making
- Emotional Intelligence
- Multicultural Communication
- Organization Behavior
- Individual and Group Behavior
- Motivation Concept
- Change Management
- Leadership Skills

Who Should Attend?

- Top Management
- Middle Management
- Supervisors

Course Outline

DAY 1:

- Fundamentals of Supervision
- Supervision Challenges
- Emotional Intelligence
- Theories of Managing People
- Individual and Organizational Behavior
- Enhancing Motivation
- Interpersonal Communication
- Attitudes , Personality and Values

DAY 2:

- SMART
- Planning and Organizing
- Group Dynamics and Work Teams
- Problem Solving and Decision Making
- Creativity
- Managing Conflict
- Negotiation Techniques
- Managing Diversity
- Multicultural Communication

DAY 3:

- Leadership Skills
- Followers Styles
- Empowerment and Coaching
- Team Formation
- Conflict Management

DAY 4:

- Performance Management
- Motivation Theories
- Johari Window
- Freud Iceberg
- Organizational Iceberg
- The Supervision Triangle

DAY 5:

- Critical Thinking
- Managing Change
- Knowledge Management
- Talent Pipeline
- Habits of Effective Supervisors

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **4,500USD**
**VAT is Excluded If Applicable*

مقدمة

سوف تقدم هذه الورشة تدريب مكثف ومعلومات جديدة عن التحديات التي تواجه المشرفين في القرن الـ 21، أساسيات، وحل المشكلات واتخاذ القرارات، ولاء الموظف، وحل النزاعات، والتنمية مجموعة، الأهداف الذكية، والتخطيط والتنظيم، مهارات القيادة والدافع.

أهداف البرنامج

في نهاية هذه الدورة المتدربين سوف يتمكن المتدربون من:

- تحديات الإشراف اليوم
- الأهداف الذكية
- التخطيط والتنظيم
- حل المشكلات واتخاذ القرار
- الذكاء العاطفي
- الاتصال متعدد الثقافات
- السلوك الفردي والجماعي
- إدارة التغيير
- مهارات القيادة