



CONNECT THE DOTS

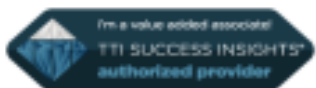
Training & Consulting cc

*This course is delivered **online** or in a **classroom setting***

SUPERVISORY DEVELOPMENT PROGRAMME



Your Lifelong Learning Partner



ENROLLMENTS

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"We Train Your Employees For Strategic Execution"



SMART Supervisors LEAD by example

Supervisory Development Programme (SDP) is a comprehensive programme that equips Supervisors with the necessary competencies to implement strategic objectives. It develops a basic understanding of the different fields required by Supervisors to ensure that they lead their teams to move volumes and utilise assets within their respective Business Units so that they are able to increase productivity and drive performance.

The Supervisory Development Programme provides a broader understanding of supervisory principles aligned to the organisations Leadership Development Programme, and in this way brings real business benefits to participants. The SDP has been designed to equip Supervisors with the necessary skills, knowledge, competencies and information required for their role as Supervisors

What will I learn?

By the end of the course, you will be able to:

- Immerse yourself and engage in the challenges that lie ahead.
- Identify 12 Driving Forces that impact the way Supervisors lead with heightened levels of EQ.
- Managing Self
- Supervising Others
- Managing Peak Performance Safely





WHO SHOULD ATTEND

Supervisors, Coaches, Team leaders, 2IC's and any persons who need to:

- Supervise and lead people in a transforming organisation
- Drive and inspire operational excellence within their teams
- Improve team performance through:
 - Motivating self and teams
 - Strengthening critical technical skills
 - Empowering self and others
- Within a matrix organisation

HOW WILL I LEARN?

There is 12 days of learning in total, plus ½ day for assessment orientation, pre-work and assessment profiling, one week for assessments.

Materials and learning aids

Participants will receive all learning materials including pre and post work, assignments, assessments and portfolio's one day before the start of the relevant module, links etc. via email.

Engagement with experts

Facilitator engagement sessions will be held on a zoom platform. Your engagement will be in real-time chat sessions and webinars. These sessions will provide you with an opportunity to engage with the information presented by the facilitators.

Chats, networking and support

WhatsApp chats give you the opportunity to interact with your peers in real time and build valuable networks. A closed group will be formed with all participants from your session. Faculty facilitators will have access to this group to support you through your assignments and or pre-post work.

Dynamic Coaching

Scheduled online sessions will take place on WhatsApp and online from time to time to support you in applying and cementing skills learnt.

Assessments, Assessments and Evaluations

Assignments and assessments will be due one week after the final training session. This will allow you time to practice the concepts, skills and theory in your own work environment. Evaluations must be completed before the end of each training session and must be done online.

Certificates

Certificates will be issued three weeks after successful completion of every module and upon submission of each module assessment / assignment.





Course breakdown

Module 0: Week 1 Orientation and Profile Assessment Debrief

- Onboarding of participants
- Meeting and greeting with faculty facilitators / experts / technical support teams
- Orientation to the online platform and how the course has been structured and how it works
- Orientation on how to complete assessments and assignments
- Online assessment profile completed
- 2 hour Assessment Profile debrief with Certified Expert Practitioner

Delve Deeper into Motivators with **12 DRIVING FORCES**

*Motivators, defined by 12 Driving Forces, help you take control of your decisions, your life's direction, and your appreciation of others. They are the **WHY** behind your behavior and actions.*



What is a Driving Force?

The happiest, most productive and the most successful people in the world have one thing in common – they have discovered what motivates them and harnessed it to drive them forward each and every day.

When the work you do is aligned with your primary driving forces, you feel energized. Challenged. Motivated to do better each day. When working in jobs that don't match your primary driving force, the opposite happens: you feel disconnected and drained. Productivity plummets.

By discovering our primary driving force, we set ourselves up for reaching our full potential.

PROVIDED BY:



A Research Foundation

For three decades, TTI Success Insights measured and assessed six common Motivators and examined the highs and lows of each of those. What the researchers found was that avoidance can be as strong as acceptance, so 12 profiles could be derived from the highs and lows of the 6 Motivators. As a result, the 12 Driving Forces were born, more precisely and accurately pinpointing the varying distinctions.



The 12 Driving Forces

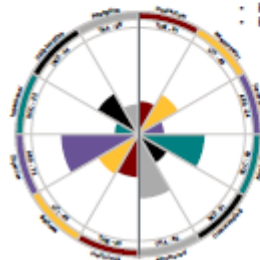
Our 12 Driving Forces, which we analyze in a hierarchy, are:

- Intellectual (High Theoretical)
- Instinctive (Low Theoretical)
- Altruistic (High Social)
- Intentional (Low Social)
- Commanding (High Individualistic)
- Collaborative (Low Individualistic)
- Structured (High Traditional)
- Receptive (Low Traditional)
- Resourceful (High Utilitarian)
- Selfless (Low Utilitarian)
- Harmonious (High Aesthetic)
- Objective (Low Aesthetic)

How They Connect to Work

Each driving force compels us to find satisfaction in our work and life in unique ways.

- The 12 Driving Forces reports can provide insight into:
- Potential Behavioral and Motivational Strengths
 - Potential Behavioral and Motivational Conflict
 - Ideal Working Environment
 - Keys to Motivating
 - Keys to Managing



Ready to start using the 12 Driving Forces within your organization?





Course breakdown

Module 1 - 2: Week 2 Engagement & Understanding SELF

Module 1: Engagement

The aim of this module is to set the scene for the road ahead. It asks you to immerse yourself and engage in the challenges that lie ahead.

LEARNING OUTCOMES

- Skills and Values
- Exploring Our Own Treasures
- Growing into the Role of Supervisor
- Organisational Strategic Intent
- Current reality – where are we?
- Our Powerbase – where do we want to be?

Module 2: Understanding Self within the Business Context (EQ)

LEARNING OUTCOMES

- Distinguish the difference between IQ and EQ
- Understand various personality profiles
- Apply affirmation statements that builds confidence to you Supervisors
- Examine emotional intelligence in various contexts: the larger environment, the work environment, in personal relationships and in managing oneself
- Work at increasing self-awareness of emotions, and appropriately interpret them
- Seek opportunities to examine both high and low emotional intelligence (EQ) in action
- Use an assessment instrument for measuring emotional intelligence
- Explain the linkage between thoughts, emotions and behaviour
- Create an awareness of the impact of one's behaviour on others
- Experience EQ through sharing your story
- Identify, interpret and understand your behaviour triggers
- Reflect on your own attitudes through reflective simulations
- Understand the Organisation Ecology through understanding your business environment

Course breakdown



Module 3 - 4: Week 3-4 THE ROLE OF THE SUPERVISOR & LIFESTYLE MANAGEMENT

Module 3: The Role of the Supervisor vs. the Manager

LEARNING OUTCOMES

- Explain the difference between the role of a supervisor and that of a manager
- Understand and interpret the skills needed to be an effective supervisor and manager
- Understand key functions related to performance management
- Relate to the different stages of team formation as teams come together
- Understand and apply practical skills on how to develop your team as a functioning unit
- Implement delegation more easily within your team and refrain from abdicating
- Understand, explain and apply key skills how to manage daily team dynamics
- Identify unnatural behaviours of group thinking within a team and become conscious of the impact of your decisions in situations where group thinking is prevalent
- Understand, manage and deal with conflicting situations in a professional and effective manner

Module 4: Lifestyle and Stress Management

LEARNING OUTCOMES

- Make informed lifestyle choices and or seek for advice and assistance
- Address the relationship between your lifestyle choices and that of a happy employee
- Exercise awareness and education in those elements that have an impact on your wellbeing and safe execution of your tasks during your working hours
- Lead the organizational way whilst coping with stress situations
- Link self-management with stress management
- Understanding physiological and psychological stress factors and its effects on the human body
- Understanding socio economic stress that relates to fatigue and stress
- Relating to your own stress reactions and behaviours
- Understanding the different personality types whilst learning how to change your responses to stressful situations
- Making informed lifestyle choices to cope with daily stress
- Skills, techniques and tools to help you manage your own stresses

Module 5 - 6: Week 5-6 NEGOTIATION & PERSUASION SKILLS

Module 5: Negotiation and Persuasion Skills

LEARNING OUTCOMES

- Understand different types of Negotiation appropriate to your situation
- Apply key steps of a negotiation process
- Understand how to prepare yourself for a negotiation
- Use the guidelines as part of your preparation for a successful negotiation
- Understand and explain Persuasion Skills
- Understand the scope of impact that Persuasion and Negotiation can have on other performance skill areas.

Module 6: Business Writing Skills

LEARNING OUTCOMES

- Understand the importance and the need for business writing skills
- Identify types of writing styles
- Comply with legislative requirements specific to your business
- Identify terminology, business language and office jargon relevant to your business
- Understand and use punctuation appropriately
- Identify and explain common business writing faults
- Understand and apply the 3 important questions
- Identify main ideas to include in communication responses
- Add supporting details to Main ideas identified
- Identify and collect necessary information needed when responding in writing
- Understand and explain the various writing styles
- Explore reasons for writing with purpose
- Identify and recognize a customer needs based on their written communication
- Understand and apply questioning skills during critical thinking
- Differentiate between active and passive voice
- Eliminate the use of Bias and Stereotype language in your written communication

Demonstrate mind mapping techniques



Course breakdown

Module 7: Week 7 NEGOTIATION & PERSUASION SKILLS

Module 6: Business Writing Skills cont....

- Write letters in a plain and understandable language
- Write messages using positive language
- Gain an understanding of Email etiquette and Standards
- Use text-types, message formats and language appropriately
- Check your own and colleagues written text for accuracy and sign-off
- Importance of proper feedback

Module 7: Unleashing Team Performance

LEARNING OUTCOMES

Team Effectiveness

- Understand the importance of teams
- Leading through doing – leading vs. managing
- Identify the types of teams in an organisation
- The Team Leadership Model
- Tuckman's Team development model

Coaching for Performance

- Understand the concepts and principles of Coaching
- Explain and understand the components of the Coaching Process
- Understand the benefits of Coaching
- Understand and plot team members on the Skill/Will Matrix
- Understand and apply the Coaching Model

Motivating Teams for Impact

- Understand what motivation is and explain what drives and motivates human behaviour
- The law of motivation



Course breakdown

Module 8-10: Week 8-9 COMMUNICATION, CHANGE & PERFORMANCE MANAGEMENT

Module 8: Introduce and Communicate Change

LEARNING OUTCOMES

- Understand and explain change management
- Understand and explain the “influencing factors” to change, internal and external
- Understand and explain the Change cycle - tool
- Understand and implement Kotter’s 8 steps to Change within your team – tool

Module 9: Introduction to Performance Management as a Development Tool

LEARNING OUTCOMES

- Understand the principles and processes of Performance Management
- Understand how to develop individual’s performance within the framework of Performance Management System using people management tools

Module 10: Basic Management Principles (Planning, Controlling /Organisation, Leading)

LEARNING OUTCOMES

- Understand, explain and apply basic management principles that relate to planning, controlling/organizing, leading
- Understand and apply decision making processes and techniques
- Explain and apply problem solving techniques to simple and complex issues to uncover the root cause of problems
- Resolve workplace challenges through tactical knowledge sharing and team learning
- Reflect on the entire programs learnings and identify your skills strength and areas for development

Module 11: Supervisor as Coach

LEARNING OUTCOMES

- Introduction to Coaching
- Planning the Coaching Process
- Conduct the Coaching Conversation
- Monitor and Measure the Coaching Results

Week 11 Assessments, Assignments & Evaluations

One week after completion of training assignments will be due.