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AZ TECH

The Effective Supervisor

A Competency Based Approach

11 - 15 November 2018

Dubai, United Arab Emirates

19-NOV-17

ACS REGISTRARS Quality Assurance ISO 9001

ACS REGISTRARS ISO 29990

ACCREDITED IACET PROVIDER

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United Nations Global Compact

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Why Choose this Training Course?

This dynamic and interactive course will enable you to become a confident, credible and capable supervisor, by focusing on the core competencies needed to manage yourself, your work load and your team.

These competencies include, taking control of your workload through planning and effective time and task management, getting the best out of your team through leadership, team work, and staff development, and ultimately contributing to the success of your organization through setting and achieving of goals to improve you and your team's contribution to its internal and external customers.

Further, you will also learn key self-management strategies, for you to have the character and discipline not just to survive but excel in your role as a supervisor.

This course will feature:

- A toolkit of competencies and methods to enhance every area of a supervisor's responsibility;
- Assessments to gauge how well you are doing, and where you can improve your skills and habits;
- Exchanging ideas and perspectives with supervisors from a range of other organisations;
- Practical activities to deepen learning through experiment and feedback;
- Developing of competencies-based strategies to follow through with yourself & your team when you get back to work;

Who is this Training Course for?

The principles and practices shared in this course will greatly benefit a wide range of professionals including:

- New and experienced supervisors
- Team leaders
- Line-managers

What are the Goals?

By the end of this course, participants will be able to

- Organise workload through effective planning, prioritizing & time management methods;
- Support the team output through teamwork, delegation, coaching, motivation & staff development strategies;
- Apply techniques to communicate clearly, concisely & consistently with all levels of the company;
- Examine the leadership styles, strengths & weakness & how it affects the team & job success;
- Manage the mind, emotions & stress effectively to not just achieve work goals but to enjoy work life more

How will this Training Course be Presented?

This active, varied and enjoyable course employs a mix of presentations, informal lecture, discussion, self-assessments, case-studies, role plays and other exercises. It provides a great opportunity for participants not only to learn from the tutor but also to exchange views and learn from each other. Participants are encouraged to develop an action plan to put their learning into effect.

Course Schedule

11 - 15 November 2018

Dubai, United Arab Emirates

The Course Content

DAY ONE
Setting the Direction and Focus / The Supervisor's Role

- The roles, behaviours, skills and attitudes of a great supervisor
- Clarifying the teams purpose, vision, mission, values and tasks
- Providing quality customer service
- How to be a great team leader
- Getting input and involvement from the team
- Common supervisor mistakes and how to avoid them

DAY TWO
Planning and Organising Time and Tasks

- Taking control of your time and tasks
- Planning, prioritizing and scheduling work
- Handling issues such as interruptions, accessibility & multiple deadlines
- Delegating tasks and responsibilities
- Project Planning Basics & Mind Mapping and Project Planning Software

DAY THREE
Maintaining Effective Working Relationships

- Group dynamics and team formation
- The essential habits of highly effective teams
- Dealing with problematic behaviours
- Understanding communication styles
- Managing conflicts on the team
- Emotional intelligence and self Management

DAY FOUR
Coaching and Developing the Team

- Analyzing your team members strengths and development needs
- Coaching, training and developing staff
- Motivating the team and individuals
- Giving and receiving feedback effectively
- The art of active listening
- 'How to influence and bring out the best in others
- How to give a clear and memorable presentation

DAY FIVE
Measuring and Managing Performance

- Goal Setting and benchmarking to achieve competitive targets
- Setting up work systems that aid effective team performance
- Establishing clear guidelines for and measures of performance
- How to constantly improve the quality of products and services
- Running productive meetings
- Problem solving and decision making

The Certificate

- AZTech Certificate of Completion for delegates who attend and complete the course

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Date	Venue	Fees(USD)	Book your seat
11 - 15 Nov 2018	Dubai	$4,950	**Register Now**

This fee is inclusive of Documentation, Lunch and Refreshments

REGISTRATION DETAILS

Family Name:_____ First Name:_____

Position:_____ Company:_____

Mailing Address:_____

Telephone:_____ Mobile:_____ Fax:_____ Email:_____

AUTHORISATION

Authorised by:_____ Position:_____

Telephone:_____ Fax:_____ Email:_____

Postal Address:_____

MODE OF PAYMENT

☐ **Please invoice my company** ☐ **Please invoice me** ☐ **Please find enclosed a cheque payable to AZTECH**

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least **3 weeks prior** to the commencement of the course.

CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

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EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

4 WAYS TO REGISTER

Toll Free: 800-AZTECH
Telephone: ..... +971 4 427 5400
Fax Number: ..... +971 4 427 5401
Email Address: ..... info@aztechtraining.com
Visit our website: ..... www.aztechtraining.com

CERTIFICATION

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