

THE FIRST LINE MANAGER / SUPERVISOR COURSE

Who is it for?

This course is recognised as a precursor to The Management Development Course¹ and is designed to give those identified as future or potential 'managers of people' a flavour of how to seamlessly adapt to a change in their roles and responsibilities. It is also suitable as refresher training for those returning to a personnel management role or personnel managers that have identified their own training needs.

What does it cover?

The course covers the following areas:

1. What makes a good Line Manager?
2. Principles of Management.
3. Emotional Intelligence.
4. Effective Communication.
5. Interviewing and Listening.
6. Feedback.
7. So what makes a Great Line Manager?
8. Discussion and Evaluation.

How long does it last?

This is usually a 2-day non-residential course, however, we would be happy to tailor the course to suit a residential programme.

Where will it take place?

The majority of the course material will be delivered in a 'classroom' environment usually within your place of work (non-residential); however, there may be at least one practical exercise that is conducted in a suitably identified outdoor area.

How much does it cost?

The First Line Manager / Supervisor Course fee is £250 if non-residential (not including VAT).

How many people will there be on my course?

To promote an environment conducive to inclusivity, the minimum/maximum numbers of delegates attending is 4/12.

Further Information.

Delegates with any special requirements are requested to notify their in-house Training Coordinator as soon as possible.

¹ The Management Development Course is a 4.5 day residential course designed to cater for outdoor activities, individual psychometric profiling and additional subject matter. All of our courses can be tailored specifically to suit the needs of your organisation. Please see our website for further details.

