



Supervision and Team Leading	
Objective	To improve the Supervision and Team Leading skills of personnel in supervisory positions and those looking to move into that role.
Benefits	<ul style="list-style-type: none">▪ Skill Supervisors and Team Leaders to be able to motivate personnel.▪ Increase leadership skills by increasing confidence in individuals when dealing with all personnel.
Who Should Attend?	Supervisors and Team Leaders who face the challenges of leading, motivating and facilitating the efforts of work groups.
Course Outline	Introduction to theoretical and practical aspects of Supervision and Team Leading by providing tools to motivate individuals and teams, manage time effectively, identify problems and make sound decisions, plan and delegate appropriately and communicate effectively.



1.0 WELCOME AND INTRODUCTION

Welcome and Introductions

Icebreaker

Course Objective

Maintenance History

2.0 PROBLEMS AND CHALLENGES

Problems encountered by the maintenance department

Problems encountered by supervisors/Team Leaders

Problems encountered when dealing with workmates

Spheres of Influence

Report Writing

Dealing with difficult subordinates

3.0 ORGANISATIONAL STRUCTURES

Organisational types

Position Descriptions (site specific)

Ownership

4.0 LEADERSHIP AND INFLUENCE

Motivation

Why do we work?

Two-way communication

Leadership verses Supervision

Planning and Delegation

Decision Making



5.0 MAINTENANCE TECHNIQUES

Principles and techniques

Developing a maintenance program

Using contractors

Work standards

6.0 FEEDBACK SESSION

Open forum addressing issues raised by course participants

7.0 WHAT'S IN IT FOR ME?

Win/Win relationships