DISCERN
Now You're Talking!

Management and Supervision "Need to Knows" – 4 × 3 hour sessions

What's it all about?

With "get in there and make stuff happen" practicality at its heart, this course aims to give participants a sense of where they fit in any organisation as a manager or supervisor and then hand them the tools to do the job well.

Who is it for?

Anyone who is about to become a team leader, supervisor or manager. People already in these positions who are looking to brush up on their skills.

- **The role of Managers and Supervisors**
- **Understanding Teams**
- **Task Setting and KPI's**
- **Delegating - the right way**
- **Motivating Teams and Individuals**
- **Communication Principles for Leaders**
- **Making Decisions**
- **Managing Performance**
- **Giving Feedback**
- **Handling Tricky Personalities**