



## BECOME AN EFFECTIVE SUPERVISOR

### BECOME A LEADER NOT A MICRO MANAGER

#### ABOUT CSG SKILLS

CSG Skills, a proud subsidiary of the JSE listed, CSG Holdings Ltd, and has been an active participant and service provider of skills development and training in South Africa for the past 17 years. We pride ourselves in building and maintaining solid relationships with all the stakeholders of the educational landscape in South Africa, giving testament to our unbeaten reputation in the industry. Our years of expertise in both professional consulting compliance services, as well as the successful roll out of a variety of complex training projects, has qualified us as a supplier of choice.

#### TARGET AUDIENCE:

All Team Leaders, Supervisors & Junior Managers

#### PROGRAMME OUTLINE:

1. The role of the supervisor
2. Understand expectations from management
3. Understand expectations from subordinates
4. Introduction to managing performance
5. Motivation
6. Delegation
7. Effective communication skills
8. Problem solving skills
9. Human relations skills

Duration	Certificate
2 Days	Attendance

#### OTHER COURSES YOU MAY BE INTERESTED IN...

