

COURSE OUTLINE

Programme:	Executive Education
Course Title:	Supervisory Management (SBSC 6611)
Prerequisites:	None
Time:	9:00 a.m. – 4:30 p.m.
Contact hours:	Twenty Four (24)

Course Rationale

As the business environment becomes more competitive, organisations are faced with the challenges of managing people and time more effectively in order to retain competitiveness. Successful supervision of staff requires specific skills. Supervisors need the requisite tools and skills to perform effectively in their roles.

In this introductory 24-hour Supervisory Management course, participants will learn to:

1. Make the transition from subordinate to supervisor
2. Communicate effectively

3. Delegate for effective employee development, time management and motivation
4. Utilize techniques to cope with difficult employees
5. Understand Industrial Relations
6. Use Labour laws appropriately
7. Handle Grievances and resolve conflict
8. Employ negotiation skills

TOPICS

Day 1

- Making the transition from individual contributor to supervisor
- Understanding the difference between a leader and a manager.
- Identifying the characteristics of effective supervisors
- Understanding the need to use different supervisory management styles
- Building effective relationships
- Communicating effectively.

Day 2

- What is a team? Components of the team.
- Building Your Team
- Strategies to Strengthen Teamwork and Manage Team Conflict
- Providing a Supportive Environment
- Use delegation for effective employee development, time management and motivation
- Interviewing Skills
- Setting Objectives and Planning
- Writing and critiquing Job descriptions
- Performance and appraisals

Day 3

- Sources of Jamaica's labour laws
- Looking at the laws: LRIDA, LRC, ETRPA, OSHA, Sexual Harassment, etc.
- Examine IR and its relationship with Human resource
- Identify the concepts, values, and principles of industrial relations
- How to build co-operation between employees and employers
- Examine how to identify best practices in labour management relations
- management Coaching for high quality development
- Assessment of key Labour laws
- Increase job satisfaction and work output through coaching

Day 4

- How to identify the nature and causes of workplace conflicts
- How to manage the grievance process to improve labour management relations
- Strategies to deal with grievances and resolve conflicts (role play)
- Understanding and appreciating the art of negotiation
- How to develop the pre-conditions for negotiations
- Interest based bargaining vs. the others

CERTIFICATION

In designing this course, MSBM is treating it as a significant development opportunity. As such, the decision was taken to include certification which goes beyond the usual certificate of participation which really only acknowledges that someone has attended a training session. In providing certificates of achievement, MSBM will be attesting to the fact that participants have been tested to demonstrate competence in the subject matter. The programme will therefore include individual and/or group assignments for grading.