

LEADERSHIP SKILLS FOR SUPERVISORS IN THE FOOD AND DRINK SECTOR



A 3-day programme to address the essential skills required by
Supervisors / Team Leaders in the Food and Drink sector Leadership

Certification: **Optional**, trainees have the option to earn an Award in Leadership and Management from Institute of Leadership and Management.

Aimed at: Existing Team Leaders and Supervisors who manage small teams in the Food and Drink sector and are looking to develop their people management skills.

Trainer: Established 15 years ago, **Invisio** are highly rated providers of people and organisational development training. They have significant experience working with companies in the food and drink sector and have delivered leadership and management programmes to member companies of Food Drink Ireland Skillnet since 2013.

Programme Objectives

At the end of the programme participants will:

- understand what it takes to be an effective Supervisor in the Food and Drink sector
- have an increased level of self-awareness
- be able to handle conflict with greater confidence and ease, whilst communicating more clearly with others
- know how to deal with people related issues on the line
- develop their own colleagues' performance through coaching and feedback
- be able to hold a critical conversation with individuals and teams on the line.
- develop a personal development plan

Programme Content

Day One

Programme Induction

Your Role as a Supervisor

- Making the Change / Stepping up
- Common traps for team leaders
- Planning and organising – urgent vs important.
- The Supervisor / Peer challenge
- Where you fit in / What is expected of you

Supervising on the Line

- Traits and Styles
- Your Style of Leadership
- Situational Supervision
- Supervision vs Management vs Leadership
- High leverage tasks to maximise your impact.
- Team Exercise

Communications Skills

- Importance of Effective Communication.
- Communicating with purpose.
- Barriers to Effective Communication
- Different types of communication including oral, written, visual and electronic
- Key interpersonal skills
- Making meetings, briefings / stand ups more effective.
- Communication challenges
- Understanding your preferred communication style

Day Two

Your Role in Performance Management

- About performance management.
- Job chats and performance conversations.
- PEG – Minding the gap between performance and expectations.
- Dealing with high and low performers.

Effective Feedback

- The importance of effective and timely feedback.
- 7 keys to feedback.
- SBI model.
- Tools and techniques.
- Role play with feedback

Motivating for performance

- The science behind what motivates people.
- How motivation applies to different situations, teams and individuals.
- What demotivates people.
- Your 21 day challenge.
- Coaching conversations

Personal Action Plans

Day Three

Managing Difficult People and Situations

- Typical responses to conflict.
- Understanding your natural style – strengths and pitfalls.
- Assertiveness techniques and handling aggression.
- Developing your conflict management style.
- Typical difficult situations in your role and how to handle.
- Disciplinary procedures.
- Your challenges.

Getting the best from your team

- Characteristics of effective teams
- Stages of team development
- Your role in supporting and developing the team.
- Typical team challenges.
- Techniques for building high performing teams.

Personal Development Plan

- Gap analysis
- 70:20:10
- Your Plan

Certification (optional)

Certification

An Award in Leadership and Management from the Institute of Leadership and Management (ILM) equivalent to NFQ Level 5. An extra half day will be required for trainees progressing for certification.

Work Based Projects

Supervisors will be asked to complete a work-based project in an area of people and performance management that is practical and specific to their own development or that of their team. Each Supervisor will agree their work project with their Manager and the project must be submitted to the training provider in order to be assessed for certification. Further information will be provided at the programme induction.

To book your place, or for more information, contact Mark Skinner, Food Drink Ireland Skillnet, on (01) 6051615 or mark.skinner@ibec.ie