



Supervisor Training

Class or Online Training (2 Days)

A Practical Guide to Management

Option to Progress to Certification



classroom



in-company for
teams



live virtual



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About This Course

Supervisor Training - A Clear and Practical Guide to Management

Our Supervisor Training Course is designed for anyone who is currently involved in, or about to move into a supervisory role.

You will gain tips and techniques for understanding your role, running your day successfully, motivating your team, and communicating with ease and clarity.

No previous management experience is needed as this course is an excellent foundation for beginners.

This Supervisor Training Course is also beneficial for experienced supervisors who want to refresh their skills.



This course runs as part of our popular combined Management Skills course, which is geared towards giving you the confidence to begin managing others effectively.

About This Course

- ✓ This course is structured to provide you with essential skills for managing others.
- ✓ The skills you will gain can be applied in any environment.
- ✓ It is very practical in style, incorporating discussions and group exercises.
- ✓ The course is delivered by experienced management training professionals who bring a wealth of real-world management expertise to each course they deliver.
- ✓ If you would like to expand your learning and progress to QQI Certification, we provide an opportunity for this ([see page 14](#)).



Training Objectives

Following this practical training course, you will:

- ✓ **Be aware of management and leadership styles**

Knowing about the difference between “management” and “leadership” can change the way you approach your role. In addition, studying the pros and cons of each management style can help you select what’s right for you and for your team.

- ✓ **Have tips for team motivation**

We give you key techniques for engaging with your team, building strong relationships, and for motivating others.

- ✓ **Know how to get the most from your time and resources**

The most successful managers understand how to manage their time cleverly. They know what to prioritise and where to delegate tasks. We devote a module of this course to these important organisational skills.

- ✓ **Possess strong communication skills**

Learn how to get your message across clearly and how to be assertive without straying into aggressive communication.

- ✓ **Be able to address conflict within your team**

Although we would rather avoid this unpleasant aspect of team dynamics, it’s true that conflict is inevitable. We provide you with tips for addressing conflict correctly in the workplace.

- ✓ **Have constructive feedback and performance management techniques**

Know how to set the right goals for your team, and how to address underperformance.

Ask A Quick Question

Who Attends This Course?

This course is suited to managers of all levels. Regular participants include:

- ✓ **Recently Appointed Managers**

If you have recently moved into a supervisory role, this course will help you to make the transition with ease and set you up for future success.

- ✓ **Experienced Managers**

Seasoned managers often attend this course as part of their continued professional development. This course serves as a refresher, or as a source of new ideas for experienced managers.

- ✓ **Potential Managers**

If you are considering making a career progression to management, this course will give you an excellent foundation in management skills.



Why Choose Our Approach? (6 Key Benefits)

✓ Get Versatile Management Techniques

Gain a solid, structured approach to managing and supervising others. This will enable you to achieve the best results from your team.

✓ Discover Your Strengths

We cover various management styles on this training. You'll spend time evaluating your own style of managing or leading others.

Understanding where your strengths and weaknesses lie can make your job a lot easier and enable you to have more of an impact.

✓ Find Effective Communication Skills

Learn how to communicate clearly, listen to, and absorb key points of information. Understand how to ask the right questions to get answers you need.

✓ Build Confidence in Your Abilities

Through this style of practical learning, self-evaluation, and advice from your trainer, you'll begin to build a sense of confidence in your capability as a manager.

✓ Gain Advice from Expert Trainers

Our management trainers have extensive experience working in management roles

at all levels. During the course, they will offer advice and guidelines based on their own professional experience.

✓ An Option for Certification

There is no certification associated with this 2-day course. We do offer the option for you to progress to achieve a QQI Level 6 Certification in Managing People.

You can do this by staying for a third day of training directly following the first two days, and by completing the accompanying assessment work.

About QQI Managing People

How do you want to learn?



Classroom Training

Attend in-person training with our expert management trainers.

[Learn More](#)



Virtual Training

Enjoy all the benefits of classroom training while connecting from home.

[Learn More](#)



In-Company Training

Tailored training for your team, delivered in-person or virtually.

[Learn More](#)

Classroom Training

Our classroom training in Dublin provides you with a highly intensive learning approach to Supervisor Training.

Our classroom courses run in convenient Dublin venues, close to the M50.

Why Classroom?

- ✓ **Focused Learning Environment** - One of the key advantages of an in-person classroom style training is the focused learning environment.
- ✓ **Delivered by Experts** - Our classroom training gives you access to our expert trainers. You'll benefit from the opportunity to ask questions and receive advice from your trainer.
- ✓ **Support Materials** - In addition to your classroom training experience, you'll gain access to online support materials (slides, reference materials etc.).



At present, most of our Supervisor Training will take place as live virtual training. You can gain all of the benefits of classroom training through virtual training.

Read more and reserve your place on the following page.

Live Virtual Training (online)

Virtual training enables you to connect to live, trainer-led sessions from wherever you are.

It's easy to connect and you'll gain the benefits of a classroom style of training while enjoying the convenience of learning at home. Our virtual training dates are available for anyone to attend.

How Virtual Training Works

Once you confirm your place on one of our upcoming virtual training dates, we'll send you the information and link you need to join the training.

To connect with our live training, you'll need a steady internet connection and a device with a web-camera, speakers, & microphone. Most home internet connections work perfectly for virtual training. These days, almost all smartphones, computers, and tablets have built-in web cameras, speakers, and microphones.

Our training consultants will advise you on how to get connected. It's an easy, user-friendly process.



Why Virtual?

- ✓ **Learn from Home** - This is an ideal solution for anyone who works from home. You can connect with real-time training sessions from wherever you're currently based.
- ✓ **Delivered by Experts** - By choosing our live virtual training, you'll learn from subject matter experts. You'll also benefit from the ability to ask questions and gain advice from our trainers.
- ✓ **Group Training** - This style of training enables you to interact virtually with your fellow trainees. Via our online platform, you'll be able to take part in group discussions and exercises without leaving home.
- ✓ **Focused Learning Environment** - One of the key advantages of an in-person classroom style training is the focused learning environment. Live, trainer-led virtual training also provides this high-impact format.

[Reserve My Place](#)

In-Company Training

We run this Supervisor Training for in-company (sometimes called “in-house” or “on-site”) training. This means that we deliver training exclusively to your team on a date you choose.

There are many benefits to choosing an in-company style of delivery.

How In-House Training Works

When you get in touch with us about in-company training - either by phone or by requesting a quotation using the button on this page - our expert training consultants will work with you to find the best training solution for your needs.

We will create a programme that addresses the issues and goals at the top of your list, and choose a training delivery method and dates that suits you best.



Why In-House?

- ✔ **Tailored for Your Team** - Although the course syllabus must be adhered to, we can take your business and any challenges you are facing into account when delivering the course. We will make the training delivery relevant to your team.
- ✔ **You Choose the Delivery Style** - We can deliver this training as an in-person, classroom style course (where we come to your location), or by live, virtual classroom training.
- ✔ **Flexibility** - In-company training gives you the ability to schedule training at a time that works best for your schedule. It removes the inconvenience of having to take someone out of their role for training at a busy time.

[Get a Quote](#)

Course Content

① Management Styles

- Qualities of a good manager
- Management vs leadership
- Understand different management styles and their impact on staff
- Evaluate strengths & weaknesses of each style
- Discover and evaluate your own style

② Motivation & Team Building

- Your responsibility as a role model
- Engaging with staff to build great working relationships
- Using motivational techniques

- De-motivation: recognise the symptoms
- Addressing and resolving low morale

③ Organisational Skills & Planning

- Managing your time
- Goal-Setting: short, medium, and long term
- Using the SMART goal-setting approach
- Prioritising tasks
- Delegation skills and work allocation

④ Communication & Assertiveness

- Understanding how we communicate
- Communicating with confidence and clarity

- Understanding assertiveness
- Learning how to say “No”

⑤ Managing Performance

- Setting recognisable performance goals
- Improving staff performance
- Providing constructive feedback
- Addressing poor performance constructively

⑥ Managing Conflict & Tricky Situations

- Identifying areas of conflict
- How to handle difficult conversations
- Responding vs reacting



Coaching Your Team

If you want to gain more in-depth knowledge, such as how to coach your team, create a positive team culture, and engage with stakeholders, why not think about extending this course by 1 day?

Day 3 will cover these transformational skills and begin preparing you to achieve a QQI Level 6 Certificate in Managing People.

Day 3 Highlights Include:

- Coaching Your Team
- Values, Culture & Attitudes
- Stakeholder Engagement
- Legislation, Equality and Diversity

[Learn More](#)[Ask Us](#)

Progressing to Certification

This course runs alongside our 3-day QQI People Management Course. Delegates attending this 2-day Supervisor Training have the option to extend their training to add on the 3rd day of certification preparation.

How Do I Get Certified?

The certification offered with this training is a QQI Level 6 award in Managing People. To achieve this certification, you will need to attend an additional day of training immediately after the 2-day workshop and complete the required assessment work successfully.

Participants must complete a Project (50%), a Learner Record (30%), and a Written Assignment (20%) in the 8 weeks that follow training. We provide guidance and a detailed assessment brief for anyone undertaking the QQI Assessment.



1. Attend our 2-Day Supervisor Training

Gain practical management skills you can apply instantly.

2. Attend Day 3 Certification Preparation

Day 3 follows immediately after Days 1 and 2. Your trainer will cover the detailed assessment brief and help you prepare for assessment work.

3. Self-Directed Learning & Assessment Work

Self-directed learning includes research, reading, study, practice, reflection and preparation of assessment work.

4. Submit Your Assessment Work

You must submit all of your assessment work within 8 weeks of completing training.

5. Achieve your QQI Certification!

You will receive your QQI certificate approximately 5 - 6 months after you have submitted and passed your assessment work.

3 Ways to Get Started



Talk to Us

You can reach us by phone on Freephone 1800 910 810, or 01 861 0700 (mon - thurs, 9.00am - 5.30pm, fri, 9.00am - 5.00pm).

We will be happy to answer any questions, advise on the best option for your Supervisor Training, or book a place for you on an upcoming course date.

Freephone 1800 910 810



Reserve a Virtual Place

Using the button below, you can view and select upcoming dates to reserve your provisional place on an upcoming supervisor course.

We will get in touch with course details, to answer any questions you may have, and to confirm your place.

Reserve a Place



Get a Quote

Click the button below to request a tailored quotation for your team's in-company Supervisor Training.

We will be in touch with a detailed quotation fitting your requirements.

Get a Quote

About Us

Professional Development - 34 Years of Innovation and Excellence

We believe that the key to a thriving and rewarding career is continuous professional development.

For over 34 years, Professional Development has led the way in providing practical, innovative courses leading to relevant and respected certifications.

We specialise in delivering training for core business skills including project management, agile, scrum, lean six sigma, management, communications, sales, it service management, and training design and delivery skills.

Our courses are designed to expand your skills, & enhance your career potential

Stay Connected



Our Courses

Our courses are a balanced blend of both theoretical learning and practical application. This focused learning environment optimises the impact of training.



Our Team

Our trainers are chosen for their engaging manner and expertise in a chosen field. They bring a wealth of experience to each programme they deliver.



Our Clients

We provide training for Ireland's leading brands, working with companies of all sizes in every industry. We also provide training for non-corporate organisations.



Our Certifications

In many sectors, international certification is now essential. We provide many options for globally recognised certification in each subject area.

Contact Us

Head Office

Suite 11, Plaza 256,
Blanchardstown Corporate Park 2,
Ballycoolin, Dublin 15, D15 T934

Freephone 1800 910 810

Dublin 01 861 0700

ask-us@professionaldevelopment.ie

www.professionaldevelopment.ie

Contact Us

