2-Day
SUPERVISORY SKILLS DEVELOPMENT
Experiential Learning Workshop
Target Audience

Supervisors Level
Course Objectives

1. To empower supervisors to resolve crisis at floor level
2. Bring in ability to develop High Performing & Self Motivating Teams
3. To create & develop Leadership Quotient (LQ) in supervisors

Competencies to be Addressed

• Communication Skills
• Conflict Resolution Skills
• Leadership & Team Building Skills
• Critical Thinking Skills
• Interpersonal Skills
• Time and Priority Management Skills
• Diversity and Generational Differences in the Workplace
• Problem Solving & Decision Making
**Methodology**

A. Real-World Experience Simulation between Facilitator & Participants
B. Participants will be led in a Directed Learning Mode, not Just with Facilitator’s one-sided Lectures
C. Combination of Activities, Presentations and Examples from Facilitator and Interactive / Hands-On Participants’ Exercises with Individual / Group Report-Outs
D. Experiential workshop environment where participants will be educated to take risks and make adjustments based on their results from activities before approaching large real-time projects.
Learning Process

Concrete Experience
(Doing / Having an experience)

Active Experimentation
(Planning / Trying out what you’ve learned)

Abstract Conceptualisation
(Concluding / Learning from the experiment)

Reflective Observation
(Reviewing / Reflecting on the experience)
Learning Outcomes

- Understanding Self and Others in the Group
- Moving away from their functional silos and working towards one organisational Goal – ‘Seeing the Big Picture’
- Develop a Sense of trust, openness, help and support among the group
- Understand team, people and task completion
- Ownership and accountability
- Listen and Empathize
- Openness to seek and Openness to share
- More communicative and positive style in Team
- People Management
- Appreciate the larger goal, align with peers and get subordinates aligned
- Understand each other in a different context and appreciate cross functional dependencies
- Decision Making – Feel empowered and work towards closing issues without escalation diffusion and loss of time
- Appreciate others priorities
- “I am the Leader” – Walk the talk in terms of collaborative spirit and bring in a sense that “Together we’ll make it Happen”
- Inspire and build passion amongst people who are led
Course Outline
Capsule 1: Understanding Self and Others

1. DiSC® Personal Profile and Analysis / Role Plays
2. Understanding Individuals and individual differences.
3. Individual & Group behaviours and orientations and their effects on the team.
4. Typical and necessary roles on the team.
Capsule 2: Communication Skills

Communicate, Influence & Persuade; Have Crucial Conversations & Constructive Confrontations - Influencing With Verbal & Non-Verbal Communication – Influence By Being Aware of your STAKE (Standing, Talking, Articulating & Keeping Engaged)

COMMUNICATING AND INFLUENCING

• Attention to Communication
• Oral Communication
• Written Communication
• Persuasive Communication
• Interpersonal Effectiveness
• Influencing Others
• Building Collaborative Relationships
• Customer Orientation
Capsule 3: Team Dynamics

Exhibiting Performance Oriented Management & Servant Leadership: Managing & Developing Teams - Forming / Storming / Norming / Performing, Vision - Mission - Strategic Objectives - Goals - KPI - KRI - Plan / Do / Check / Act

LEADING OTHERS

- Establishing Focus
- Providing Motivational Support
- Fostering Teamwork
- Empowering Others
- Managing Change
- Developing Others
- Managing Performance
- Fostering Diversity
Capsule 4: Crisis Management & Problem Solving

Put Business First Before Relations, Confront Reality and Evolve Solutions By Thinking Within, Outside & New Boxes! Brainstorm & Effectively Close & Resolve Issues / Problems / Challenges; Conceptualize, Leverage Pareto’s 80:20 Principle, Align With Strategy & Implement With Technical Expertise!

### PREVENTING AND SOLVING PROBLEMS

- Diagnostic Information Gathering
- Analytical Thinking
- Forward Thinking
- Conceptual Thinking
- Strategic Thinking
- Technical Expertise
Capsule 5: Entrepreneurial Skills

Promote Sense Of Urgency, Convert Intent Into Action, Engage, Explore & Evolve With Experimentation Mentality Like An Entrepreneur; Fail-First / Fail-Fast Attitude To Accept Failures and Quickly Innovate & Transform! Achieve Impactful Output, Outcome & Results! Increase Biz Acumen & Standardize Systems For Sustained Future Success!

<table>
<thead>
<tr>
<th>ACHIEVING RESULTS</th>
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</thead>
<tbody>
<tr>
<td>• Initiative</td>
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<tr>
<td>• Entrepreneurial Orientation</td>
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<tr>
<td>• Fostering Innovation</td>
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<tr>
<td>• Results Orientation</td>
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<td>• Thoroughness</td>
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<td>• Decisiveness</td>
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<tr>
<td>• Business Acumen</td>
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<td>• Global Perspective</td>
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</table>
Capsule 6: Diversity in Workplace

Links Between Feelings, Attitude & Behavior - Strengths & Limitations - Self Control - Adaptability - Personal Accountability – Commitment - Open Vs System Mindedness & Feelings Oriented Vs Facts Focused - Personal Responses & Reactions

<table>
<thead>
<tr>
<th>DIVERSITY IN WORKPLACE</th>
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<tbody>
<tr>
<td>• Attitude &amp; Behavior</td>
</tr>
<tr>
<td>• Goal Setting</td>
</tr>
<tr>
<td>• Managing Stress</td>
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<tr>
<td>• Work place Management</td>
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<td>• Grievance handling</td>
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<td>• Fair Evaluation / Assessment</td>
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</table>
Learning Activities
Glass Walking

- Improves Focus and Concentration;
- Sense of ownership and responsibility
- Role model employees
- “I can because I think I can”!

Video Link: [https://youtu.be/KluRGG0-rDI](https://youtu.be/KluRGG0-rDI)
Fire Walking

• Attain Anything;
• Take Responsibility;
• Ability to take risks
• Challenge your fear;
• Better Relationship. better service

Video Link: https://youtu.be/tJhlBH0TPLA
Balloon Thinker

- Pioneer Innovation to take to an expected growth
- Stretch my goal
- Taking additional responsibilities

Video Link: https://youtu.be/igfzgrl-9TM
Multi-Ball Team Building

- Identify where there were communication gaps and what can be done to improvise the same.
- Helps to relate workplace scenarios and analyse the role coordination plays in the success of a group.
- Accomplish challenging goals in time, without compromising on quality
- Teams will have to complete defined tasks by making use of the resources allocated to them
- Analyse and understand the impact stress has on performance, thus helping them learn how to manage it well.

Video Link: https://youtu.be/SPEgPfEJA1E
Mission 212 (Indoor Activity)

- Team Building
- Innovation & Thinking Out-of-the-Box
- Understanding and realizing potential future role and enhanced performance
- Eliminating Limitations, maximizing productivity
- Take the initiative in evaluating their performance and that of the group

**Video Link:** [https://youtu.be/ciyKdbvwQBk](https://youtu.be/ciyKdbvwQBk)
Key Punch (Indoor Activity)

- Segment wise contribution for success.
- Work together to achieve a common goal.
- Focus and getting things done right.
- Develop the initiative and responsibilities necessary to accomplish a task through group planning and teamwork, brainstorming, and problem solving.
- Group success is dependent on individual contribution.

Video Link: [https://youtu.be/k7DVhQcLv8A](https://youtu.be/k7DVhQcLv8A)
Human Ladders

• Understanding of the reciprocal rights and responsibilities necessary
• Trust & Belief
• Collaboration and handling people
• Getting things done through and with People

Video Link: https://youtu.be/hvmch9_TIQY
Blind Mind

- Understanding their roles and responsibilities
- Help facilitate group growth, ease a group through a difficult period or process, and develop cohesiveness among group members.
- Team management Skills
- Synchronizing the thoughts and Working Strategy

Video Link: https://youtu.be/BcLMoPyHg4E
Spider Web

- Breaking Silos
- Planning and organizing
- Collaboration
- Synergy
- Extend your support when needed
- Team Bonding

**Video Link:** [https://youtu.be/FQRy027Ycg8](https://youtu.be/FQRy027Ycg8)
Twin Rope Walk

• Synchronizing & Working together
• Members to trust one another for healthy Competition
• Encourage others to set their own goals and encourage to achieve their goals

Video Link: https://youtu.be/wOQqAXQZJfE
Water Balls

- Team Cooperation
- Understanding Team Members
- Appreciating Others Job and break Silos
- Collaborative Communication
- Enjoy as you perform

**Video Link:** [https://youtu.be/VoVc8sRzk_0](https://youtu.be/VoVc8sRzk_0)
Mine Field

- Communication and cooperation are key in working through situations.
- Being catalyst for growth
- Focus and getting things done right by focus
- Team success is dependent on individual success
- Everyone giving their all is important.

**Video Link:** [https://youtu.be/oqPs5yf47Rw](https://youtu.be/oqPs5yf47Rw)
‘A’ Frame Walk

- Team Strategy
- Organizing the Tasks
- Decision Making
- Leading to win
- Team success is dependent on individual

Video Link: https://youtu.be/TwUz4diOJM8
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<thead>
<tr>
<th>Activities</th>
<th>Competency Mapped</th>
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<td>Glass Walk</td>
<td>• Entrepreneurial skills &amp; Calculative Risk Taking</td>
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<td>Fire Walk</td>
<td>• Entrepreneurial skills &amp; Challenging Fear</td>
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<td>Balloon Thinker</td>
<td>• Understanding Self and Others</td>
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<td>• Thinking within / Out-of-the-Box</td>
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<td>Multi Ball Activity</td>
<td>• Building High Performance Team &amp; Thinking Skills</td>
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<tr>
<td>Mission 212 &amp; ‘A’ Frame Walk</td>
<td>• Crises Management &amp; Problem Solving</td>
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<td></td>
<td>• Change Management &amp; Team Building</td>
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<td>• Constructive Communication Skills</td>
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<td>Human Ladders</td>
<td>• Team Dynamics &amp; Managing Roles &amp; Responsibilities</td>
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<td>Blind Mind</td>
<td>• Communication Skills &amp; Listening Skills</td>
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<td>• Leading for Result</td>
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<td>Spider Web</td>
<td>• Team Dynamics &amp; Trust</td>
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<td>Mine Field</td>
<td>• Communication to the Target Audience</td>
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<td>Water Balls</td>
<td>• Fun at Workplace</td>
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Participation Fee

INR 13,000/- per person plus 18% GST INR 2,340

**Total Inclusive of GST =INR 15,340/- per person**

The Fees is inclusive of:

- Accommodation, (APAI Plan - 1-Day accommodation, 1-day conferencing mode)
- Food Standard Veg / Non-Veg & Beverages (1-Breakfast, 2-Lunch, 1-Dinner, 4-Tea/Coffee, Cookies & Veg Snacks) will be provided to the participants during the training program;
- Certificate of Participation & Course Material.
Dress Code:

Men:
• Preferably old track-suits, jeans or trouser.
• No Shorts or Bermuda’s.’
• Shirts or t-shirts preferably with long sleeves.
• Sneakers or ked or PT shoes. Shoes with flexible rubber soles to provide a good grip, along with socks. No leather soled shoes, slippers, sandals or bare feet.

Women:
• Preferably old track-suits, jeans or salwars.
• Shirts or t-shirts preferably with long sleeves.
• No saris or skirts.
• Sneakers or ked or PT shoes. Shoes with flexible rubber soles to provide a good grip, along with socks. No leather soled shoes slippers or sandals or heels or bare feet.

NOTE:
• Avoid expensive Reeboks and Nikes’ as they tend to get damaged. Bata PT shoes, "Hunter" or "Jungle Boots" from Bata or "Shikari" from Duckback are ideal. Factory shoes with flexible PU soles can also be used.
• There might be a problem with contact lenses. Please carry a set of spectacles as back up.
• Do not wear tight fitting or very baggy clothes.
• Do carry a towel, soap and a change of clothes as you might like to shower and change before leaving the site in the evening.
• Please carry Water Bottle
• Mobile charging facilities may not be available. Please ensure that your mobile phone is adequately charged.
• Please do not carry any valuables.
Open Workshop Terms & Conditions

- Registration closes Three Days Prior To The Workshop
- Accommodation, (APAI Plan - 1-Day accommodation, 1-day conferencing mode) Food & Beverages (1-Breakfast, 2-Lunch, 1-Dinner, 4-Tea/Coffee, Cookies & Veg Snacks) will be provided to the participants during the training program;
- Printed course materials and other stationeries will be provided;
- At the end of the programme participants will be issued certificate;
- The Participants will have to make their own arrangements to reach the venue;
- Reservations are confirmed on a "first-come first-served" basis. Please note that attendance is limited to 20 participants;
- Cancellations are subject to a service charge. Substitutions are acceptable.
- Sieger Training has the right to cancel a workshop if the attendance does not meet the 10-person minimum. In this instance, all payments will be fully refunded;
- Training Venue are subject to change based on the number of participants;
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training India. Sieger will charge on INR basis only.