

GLOBAL CERTIFICATE IN EFFECTIVE SUPERVISION

PROGRAM OVERVIEW

The Global Effective Supervisor Manager Program is designed to assist **the newly appointed front-line managers, or** those preparing for management roles to quickly acquire the skills and knowledge with which to take control in their new roles.



LEARNING FORMAT

The program is delivered through:

- **Online Learning** through the Global E-Learning Portal (participants have access to the portal for **3 months** from the date of registration).
- **Assessment** comprising short on-line quizzes for each course. **No formal written assessment is required.**
- Participants must complete **all 5** of the courses in the program to qualify for the certificate.
- Each course takes between 10 - 20 hours to complete
- **Tutor Support** is available through email, web conferencing and phone, throughout your program.

CERTIFICATION

On completion of each course, learners can download completion certificates. On completion of the program, learners can download the program completion certificate.

DIGITAL CREDENTIALS

On completion of the program, learners will receive an email with a link to their digital credentials. Digital credentials can be shared on LinkedIn and other social media.

GIAM QUALIFICATIONS

Candidates can elect to upgrade their Global Certificate to a GIAM qualification by completing the online multiple choice examination for the selected certificate program. Contact us for more information.

PROGRAM CONTENT

This program contains the following courses:

| PROGRAM CONTENT | |
|-----------------|--|
| Course 1 | EFFECTIVE SUPERVISION SKILLS <ul style="list-style-type: none"> – Understanding Management – The Functions of Management – Planning and Goal Setting – Using Management by Objectives – Organizing work – Giving feedback – Managing with Authority – Delegating Effectively |
| Course 2 | INTERPERSONAL COMMUNICATION SKILLS <ul style="list-style-type: none"> – Communication at Work – Overcoming Communication Barriers – Developing your Speaking Skills – Developing Effective questioning – Improving your Influencing skills – Developing your Listening Skills |
| Course 3 | EFFECTIVE WORKPLACE RELATIONSHIPS <ul style="list-style-type: none"> – Managing Relationships – Managing Diversity – Cross-Cultural Communication – Building Trust and Respect – Managing Ideas and Information – Using Feedback – Networking |
| Course 4 | UNDERSTANDING LEADERSHIP <ul style="list-style-type: none"> – Defining Leadership – Evolution of Leadership – Leadership Styles – Situational Leadership – Transformational Leadership – Learning Leadership |
| Course 5 | MANAGING EMPLOYEE PERFORMANCE <ul style="list-style-type: none"> – Understanding Performance Appraisal – Managing the Review Meeting – Employee Performance Planning – Employee Development Planning – Competency Assessment – Training Needs Identification – Managing Poor Performance |