

COURSE OVERVIEW SS0606-6M-IH
Supervising & Coaching Others
(E-Learning Module)

Course Title

Supervising & Coaching Others (E-Learning Module)

Course Reference

SS0606-6M-IH

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)



Course Duration

3.0 online contact hours
(3.0 CEUs/30 PDHs)



Course Description



This E-Learning is designed to provide participants with a detailed and up-to-date overview of Supervising and Coaching Others. It covers the qualities of a good supervisor and basic management skills and tools; the personal characteristics, management styles, four-system approach and avoiding micromanaging; the characteristics of leaders, situational leadership, transformational leadership and guidelines for effective management/leadership; the delegation, motivation, new employee orientation, teamwork and coaching; the employee performance and feedback; and proper planning, problem solving and time management.



Further, the course will discuss the interpersonal effectiveness, leadership and management skills and holistic communications; the self evaluation, motivation, building a team, coaching and conflict management; the negative consequences of competing, collaborating, compromising, avoiding and accommodating; the conflict control, brainstorming process, synergistic decision making and employee involvement; the leadership skills and role as a supervisor; and the benefits of an effective return to work.



During this interactive course, participants will learn the musculoskeletal diagrams, measuring the frustration levels of injured employees and communicating with workers; the active listening, face to face conversations and effective questioning; the employee engagement, risk assessment, systematic prioritization and management of change; implementing safety through design, evaluation and corrective action and international standard for auditing; building commitment, encourage contributions, promoting cooperation and providing adequate support; maintaining communication and resolving conflicts promptly; and the teambuilding techniques, establishing links and recognizing achievement.

Course Objectives

upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on supervising and coaching others
- Discuss the qualities of a good supervisor and basic management skills and tools
- Describe personal characteristics, management styles and four-system approach
- Avoid micromanaging and explain the characteristics of leaders
- Apply situational leadership, transformational leadership and guidelines for effective management/leadership
- Employ delegation, motivation, new employee orientation, teamwork and coaching
- Review employee performance and feedback as well as apply proper planning, problem solving and time management
- Carryout interpersonal effectiveness, leadership and management skills and holistic communications
- Apply self evaluation, motivation, building a team, coaching and conflict management
- Identify negative consequences of competing, collaborating, compromising, avoiding and accommodating
- Carryout conflict control, brainstorming process, synergistic decision making and employee involvement
- Develop leadership skills and identify the role as a supervisor and the benefits of an effective return to work
- Illustrate musculoskeletal diagrams, measure the frustration levels of injured employees and communicate with workers
- Perform active listening, face to face conversations and effective questioning
- Apply employee engagement, risk assessment, systematic prioritization and management of change
- Implement safety through design, evaluation and corrective action and international standard for auditing
- Build commitment, encourage contributions, promote cooperation and provide adequate support
- Maintain communication, resolve conflicts promptly, apply teambuilding techniques, establish links and recognize achievement

Who Should Attend


This course provides a wide understanding and deeper appreciation of supervising and coaching others for all managers, leaders, employees, teams and departments, human resources professionals and all members of an organization, regardless of their position or role, can benefit from attending events.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Fee

As per proposal

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Contents

- Management, Supervision and Leadership: An Overview
- Supervision
- Introduction
- Definition of Supervision
- Who is a Supervisor
- Status of Supervisor
- Qualities of a Good Supervisor
- Managers and Management
- Law Enforcement Management
- Authority, Responsibility and Delegation
- Basic Management Skills and Tools
- Successful Managers Have
- Personal Characteristics
- Management Styles
- Theory X/Theory Y – McGregor, Douglas
- Four-System Approach – Rensis Likert
- Mature Employee Theory – Chris Argyris
- Managerial/Leadership Grid Theory
- Influences from the Business World
- W. Edwards Deming's principles that apply to Law Enforcement Agencies
- Avoiding Micromanaging

- Leadership
- Managers vs. Leaders
- Characteristics of Leaders
- Theories Related to Leadership
- Trait Theorists (1930 – 1950's)
- Michigan and Ohio State Universities Studies (late 40's – 50's)
- Situational Leadership
- Transformational Leadership
- Leadership Styles
- Leadership Training and Development
- Common Leadership Errors
- Guidelines for Effective Management/Leadership
- Management and Leadership — A Call for Change
- Classroom Discussion
- Challenge One Questions
- Some Answers
- New Supervisors' Guide to Effective Supervision
- Session Objectives
- Prequiz: True or False?
- Leadership
- Delegation
- Motivation
- Training
- Training Tips
- New Employee Orientation
- Teamwork
- Coaching Helps Employees
- Employee Performance: Goals
- Employee Performance: Measurement
- Employee Performance: Appraisals
- Exercise
- Review
- Communication
- Feedback

- Planning
- Problem Solving
- Time Management
- Exercise
- Review
- Key points to remember
- Some Thoughts on Leadership
- Workshop Content
- Definition of Leadership
- Interpersonal Effectiveness
- Awareness
- Ability
- Commitment
- Attributes of a Leader
- Leader vs Manager
- Leadership
- Management
- Leadership vs Management
- Leader vs Manager
- Leadership and Management Skills
- Managers have the following attributes
- Being a Leader
- Recipe for being a Leader
- Holistic Communications
- The way you stand or sit
- The way you dress
- The way you write
- What is the bottom line for you?
- Interpersonal Communications
- Personal Interactive Skills
- Personality Indicators
- Self Evaluation
- Motivating
- Building a Team

- Coaching
- Leadership Strategies
- Leadership Styles
- Conflict Cycle
- Conflict Management
- Thomas-Kilmann Conflict Styles
- When to Avoid
- When to Accommodate
- When to Compete
- When to Collaborate
- When to Compromise
- Negative Consequences of Competing
- Negative Consequences of Collaborating
- Negative Consequences of Compromising
- Negative Consequences of Avoiding
- Negative Consequences of Accommodating
- Conflict Control
- Steps for Confronting Conflict
- Problem Solving and Decision Making
- Brainstorming Process
- Objectives of Brainstorming
- Synergistic Decision Making
- Motivating Employees
- Session Objectives
- What you need to Know
- What Motivation Can Do for You
- Facts About Employee Motivation
- What Motivates your Employees?
- Motivation and your Employees
- Motivation Begins with Leadership
- Expectations, Goals, and Standards
- Employee Involvement
- Challenge
- Belonging

- Respect
- Recognition
- Personal Growth Opportunities
- How to Motivate Your Employees
- Training
- Coaching
- Performance Reviews
- Discipline
- Key points to remember
- Quiz
- Promoting Success for First Time Supervisors
- Course Outline
- What is a Supervisor
- Role of a Supervisor
- Transition to Supervisor
- Employees vs Supervisor
- Qualities of a Supervisor
- Developing Leadership Skills
- Positive Attitude
- Quiz
- Managing Return to Work – Supervisors
- Housekeeping
- Agenda for Today
- Learning Objectives
- Your Role as a Supervisor
- The Current Situation
- How this Course will Assist you
- 6 Step Plan to Integration
- What is a Return to Work Program?
- What information should be contained in a Return to Work plan?
- Key Elements for a Successful Return to Work
- What actions do the employer and employee have to take?
- What does an Effective Return to Work mean?
- Benefits of an Effective Return to Work

- Ineffective Return to Work Plans
- The Iceberg Effect on the company
- Ineffective Return to Work plans
- Issues Arising with Return to Work plans
- Signals for more Complex Cases
- Suitable Duties
- A Case Study in Motivation – Jason & Paul
- Maslow’s Hierarchy of Needs
- Workplace Reintegration – Intervention
- Critical timings in Reintegration
- Key Elements in Reintegration
- Reintegration – Michael’s story
- Musculoskeletal Pain and Discomfort
- Sore Body Bits (SBB’s)
- Sore Body Bits (SBB’s) – Back pain
- Musculoskeletal Diagrams
- Management of Musculoskeletal Back Injuries
- Measuring the Frustration Levels of Injured Employees – Sharon asnd Neville
- Factors Contributing to Frustration Levels
- Communicating with workers
- Identifying key elements of communication
- Active listening
- Benefits of active listening
- Irene – a Case Study
- Barriers to Effective Communication
- Sphere of Influence
- The Arc of Distortion
- Face to Face Conversations
- Effective Questioning
- The Benefits of Effective Questioning
- Bill – A Short Story
- Communication Activity
- Why Active Communication Needs to be Maintained
- The Difficult or Long Term Case

- Jill & Rob's Stories
- Events and Factors of Influence
- Available tools – What you can do
- Additional Resources
- When Assistance or Referral is Required
- Ergonomic Principles
- Psychosocial Risk Factors
- Using Ergonomics in a Return to Work
- Examples of Ergonomic Workstations
- Problem Solving using Ergonomics
- Problem Solving – Joshua
- Quiz
- Conclusion and Evaluation
- Discussion of ANSI Z10 Elements
- Management Leadership and Employee Participation
- Example Policy Statements/Values
- Management Leadership/Employee Participation
- Employee Engagement
- Management Leadership/Employee Participation
- Planning -ANSI Z10 Section 4.0
- Z10 OHSMS Cycle
- Planning Element Discussion
- Planning: Initial and Ongoing Reviews
- 4.0 Risk Assessment Resources
- Systematic Prioritization
- Implementation and Operation - ANSI Z10 Section 5.0
- 5.0 Implementation and Operation
- Hierarchy of Controls
- Hierarchy Discussion
- Design Review and Management of Change
- Safety Through Design
- 5.1.3 Procurement
- 5.1.4 Contractors
- 5.1.5 Emergency Preparedness

- 5.2 Education, Training, Awareness, Competence
- 5.3 Communication
- 5.4 Document and Record Control Processes
- Evaluation and Corrective Action ANSI Z10 Section 6.0
- 6.0 Evaluation and Corrective Action
- 6.1 Monitoring, Measuring and Assessment
- 6.2 Incident Investigation
- 6.3 Audits
- International Standard for Auditing
- 6.4 Corrective and Preventive Actions
- 6.5 Feedback to the Planning Process
- Management Review - ANSI Z10 Section 7.0
- 6.5 Management Review
- Quiz
- Teambuilding For Supervisors
- Session Objectives
- Session Outline
- Benefits of Teambuilding
- Effective Teams
- Team Members
- Teams and Team Members
- Create the Right Atmosphere
- Set Clearly Defined Goals
- Build Commitment
- Encourage Contributions
- Promote Cooperation
- Provide Adequate Support
- Maintain Communication
- Resolve Conflicts Promptly
- Teambuilding Techniques
- Establish Links
- Recognize Achievement
- Key Points to Remember
- Quiz