

## Supervision, Leadership, & Management Review

### Course Overview

Supervision is a framework that enables organizations to achieve their goals and objectives. The role of a leader starts with a thorough understanding of the organization's needs, objectives and concerns, for which it is important to have excellent listening and facilitation skills. The purpose of this brilliant leadership training course is to show your delegates special methods that will help them to get the best performance from themselves, and the rest of the team. This two-day leadership and management training program will give your team leader-managers the additional knowledge, skills, tools and techniques they need to feel more confident, motivated and self-assured.

During this popular and informative course, you will gain new insights relating to: Goal setting, the proper use of language, delegating, giving constructive criticism and how to positively motivate yourself and others.

### Learning Objectives

- Understanding of key concepts of world class maintenance and operations
- Develop key leadership styles
- Learn conflict resolution techniques
- Tools to apply to get the most from your team
- When to delegate, motivate, direct, and hold people accountable

### Who Should Attend

*Supervision, Leadership, and Management* was designed specifically for individuals participating in or aspiring to become better leaders and motivators. This course was developed using best practices for adult learning styles, applying immediately and high retention.

#### By Job Titles:

- Organization Leadership
- Managers/Supervisors
- Technical Authorities
- Maintenance Leads/Supervisors
- Lead Technicians & Operators
- Operation Supervisors
- Improvement Leaders
- Maintenance & Reliability Professionals

#### By Sectors:

- Oil & Gas Upstream & Downstream
- Manufacturing
- Fast-moving Goods
- Facilities
- Petrochemical/Chemical
- Bio/Pharma



## **COURSE OUTLINE**

### **Module 1 – Introduction**

- Introductions
- Course content review
- Learning objectives

### **Module 2 – Basic concepts of Maintenance Best Practices**

- Key Maintenance Activities
- Preventive Maintenance
- Predictive Maintenance
- Planning and Scheduling
- Storeroom Control
- Benefits of a CMMS
- Measuring the Impact

### **Module 3 – Roles & Responsibilities**

- Expected Competencies:
  - Planning and organizing
  - Information monitoring
  - Continuous improvement
- Administration
- Human Resources
- Training

### **Module 4 – Supervisor Strategies**

- Tailoring Your Leadership Style
  - Management Style Model
    - Consultant
    - Supervising
    - Coaching
    - Disciplinarian
  - Conflict resolution
- Leadership
  - Definition of Leader
  - Laws of Leadership
- Motivating, Directing, Delegating
- Developing Communication Skills



## **Module 5 - Leading Effective Performance**

- Coaching for Success
  - Proactive coaching
  - Discussion guidelines
- Coaching for Improvement
  - Balance seeking and telling
  - Reactive coaching
  - Discussion guidelines
- Delegating for Results
  - Methods for allocating work
  - Measuring and monitoring
- Encourage people
  - To take responsibility
  - Hold them accountable for results

## **Module 6 - Supervisor Tools**

- Daily Management (DMS)
- Problem solving methodologies
- 5 Why Analysis and Root Cause Analysis
- Sound Decision-Making
- Risk Assessment
- Coaching Others in Troubleshooting
- Project Execution for Shutdowns and Capital Projects
- Auditing
- 5S Principle

## **Module 7 – Change Management**

- What is Change Management
- Why is it important
- How to manage & sustain it

## **Module 8 – Wrap Up**

### **Course Format**

This course will be held in a highly interactive workshop format with case studies and real-world examples. The material has been designed using Adult Learning Methodology that believes the ideal ratio for optimum learning and retention is 60%/40%:

60% - blended combination of discussion, practical exercises, simulations, & case studies

40% - material/slides

Participants will engage in interactive exercises and discussions throughout the course to ensure the material is not only taught but can also be applied.



## COMMENTS FROM CLIENTS

- *“Andy’s explanations and illustrations are 100% relevant to our environment and he makes it so simple to understand!”*  
Maintenance Manager – Food & Beverage Industry
- *“Andy’s presentation skills and examples were rich in content and relatable!”*  
Team Lead – Transportation Industry
- *“Learning from the most experienced instructor, delivering decades of not only theory but application was a joy!”*  
Director of Maintenance – Oil & Gas Industry
- *“Andy’s presentation skills and relating it to real life examples was excellent and made the sessions enjoyable!”*  
Division Manager – Food & Beverage Industry
- *“If I have another opportunity to attend one of Andy’s trainings, I will most definitely!”*  
Operations Manager – Water Utility Industry
- *“Great discussions and elaborations of the learning objectives. Well done!”*  
Regional Director – Manufacturing Industry
- *“Andy challenged us, and his presentation style is excellent!”*  
Plant Manager – Consumer Goods Industry