

# Simply a Better Way to Learn!



B U S I N E S S   S K I L L S

## Business Supervisory Skills

### Course Introduction

The Business Supervisory Skills course is designed to provide students with the skills and knowledge necessary to function as an effective supervisor/manager. It provides students with strategies for motivating staff, building effective teams, managing stress and change in the workplace, resolving conflict, and dealing with diversity.

Students prepare for leadership roles by assessing their own personal leadership style, and improving Emotional Intelligence (EQ) in order to effectively work with and motivate employees.

Students are given the opportunity to practice, apply, and develop business supervisory skills through the completion of exercises throughout the lessons.

### Course Prerequisite(s)

It is advised that students possess basic computer and Internet skills.

### Course Aim

To provide an understanding of effective supervisory skills, i.e., those necessary to successfully manage, lead, and motivate others.

### Of Interest to

Those who are looking for advancement to supervisor/manager level careers and wish to build effective supervisory skills.

### Course Breakdown

#### Lesson 1:

The Supervisor's Role; Becoming a Supervisor; Communicating Effectively

#### Lesson 2:

Motivating People; Delegating Successfully

#### Lesson 3:

Managing Teams; Effective Leadership; Vision

#### Lesson 4:

Understanding Change; Planning Change; Implementing Change

#### Lesson 5:

Understanding Stress; Taking Positive Action; Strategies for Managing Stress

#### Lesson 6:

Conflict Resolution; Conflict Resolution Skills; Evaluating Staff Performance

#### Lab Exercise

### Course Notes

Course manual provided for on-going reference.

There is a final exam upon completion of the course. Participants who receive 75% or higher on their exam will receive a certificate.



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