

Giving Supervisors the Edge

ECITB updates Supervisor Training

Supervisor Training has been one of the most consistently in-demand ECITB products for more than 15 years. Thanks to the work by some of our providers it was the first ECITB programme to be offered through a virtual classroom during lockdown in 2020, with over 200 virtual delegate attendances on the modules in place at that time.

It has been updated several times during its life, and a further update was completed during 2020. The content and delivery have been refreshed to include more current behavioural content, and the new programmes are designed to work more effectively in a virtual classroom environment.

The new programme has been developed as 3 modules by focussing on the most important areas (as perceived by employers) in the current programme and has the theme of 'Giving Supervisors the Edge'.

Module 1 | 'Taking the Lead' (3 days)

1. Explain the difference between supervising & leading
2. Identify how to become an agile and situational based leader
3. Describe effective communication in the work environment
4. Outline diversity & inclusion in the workplace and how supervisory responsibilities apply
5. Explain mental health considerations and how supervisory responsibilities apply
6. Describe the concept and meaning of Emotional Intelligence and how this can be effectively utilised within supervision
7. Outline how to motivate individuals and teams
8. Explain how to delegate effectively and the associated benefits
9. Detail the supervisor's legal responsibilities in the work environment
10. Explain the supervisor's commercial responsibilities

Module 2 | 'Achieving Performance' (2 days)

1. Describe effective performance management and associated techniques & methods for delivery
2. Describe how to use tailored written and verbal communication for delivery of messages
3. Explain Management of Change in the work environment and what is required to achieve effective outcomes
4. Identify how teams change, develop and present challenges
5. Explain the term Human Factors and why this is relevant in the work environment
6. Describe the consequences of experiencing an incident/unplanned event and how to prevent these

Module 3 | 'Sustaining Success' (2 days)

1. Describe the Project Lifecycle
2. Explain Project Planning and Contracting
3. Detail project budgeting at the worksite
4. Describe 'management of change' in a project setting
5. Explain 'Quality' in a project setting