10 Days

Writing Policies & Procedures as an Effective Supervisor

▶ Training Details

The Structure

This comprehensive Anderson training course consists of two modules which can be booked as a 10 Day Training event, or as individual, 5 Day courses.

Module 1 - The Effective Supervisor

Module 2 - Writing Effective Policies & Procedures

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Module 1: The Effective Supervisor

Day One: *Setting the Direction and Focus / The Supervisor's Role*

- The roles, behaviours, skills and attitudes of a great supervisor
- Clarifying the teams purpose, vision, mission, values and tasks
- Providing quality customer service
- How to be a great team leader
- Getting input and involvement from the team
- Common supervisor mistakes and how to avoid them

Day Two: *Planning and Organising Time and Tasks*

- Taking control of your time and tasks
- Planning, prioritizing and scheduling work
- Handling issues such as interruptions, accessibility & multiple deadlines
- Delegating tasks and responsibilities
- Project Planning Basics & Mind Mapping and Project Planning Software

Day Three: *Maintaining Effective Working Relationships*

- Group dynamics and team formation
- The essential habits of highly effective teams
- Dealing with problematic behaviours
- Understanding communication styles
- Managing conflicts on the team
- Emotional intelligence and self Management

Day Four: *Coaching and Developing the Team*

- Analyzing your team members strengths and development needs

- Coaching, training and developing staff
- Motivating the team and individuals
- Giving and receiving feedback effectively
- The art of active listening
- 'How to influence and bring out the best in others
- How to give a clear and memorable presentation

Day Five: *Measuring and Managing Performance*

- Goal Setting and benchmarking to achieve competitive targets
- Setting up work systems that aid effective team performance
- Establishing clear guidelines for and measures of performance
- How to constantly improve the quality of products and services
- Running productive meetings
- Problem solving and decision making

Module 2: Writing Effective Policies & Procedures

Day Six: *Introduction to Policy & Procedure Writing*

- Introduction
- Why they are important
- What makes a good policy
- The structure of policy and procedures
- Writing styles
- Incorporation of other documents

Day Seven: *The Governance and Roles involved in Policy*

- Practical activities
- The role of policy and procedures
- What needs to be included
- Who needs to be involved
- The review process
- The approval process

Day Eight: *How to Implement Policy & Procedures*

- Review examples of policy and procedures
- Avoiding ambiguity
- Standards - ISO
- Communications
- How to ensure staff compliance
- Maintenance

Day Nine: *Drafting Policy & Procedure*

- Drafting guides
- Best practice
- Useful and relevant tips
- Effective writing
- Commercials
- Drafting exercises

Day Ten: *Case Studies and Workshops*

- Case Studies
- Publication
- Workshop objectives
- Group workshop/exercises
- Group discussion
- Course review/wrap-up

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete

the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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