

## TRAINING ON SUPERVISORY SKILLS

### Course Aims & Objectives

The objectives of the course are, inter alia, to:

- (i) provide supervisors with the necessary knowledge, skills and behaviour to increase their effectiveness in their supervisory roles.
- (ii) equip supervisors with the managerial skills necessary for them to adapt to changing demands at their workplace.
- (iii) improve efficiency and promote team work within the organisation by providing a structured development program which will enable supervisors to fulfill their potential within the organization.

### Target Audience

- First Line Managers, Supervisors or Team Leaders having a supervisory role.
- Assistant Secretaries, Office Management Executives, senior level officers of the technical cadre.
- Anyone who is new to, or will soon be, in a Supervisory or Management role.

### PROGRAMME CO-ORDINATORS

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#### Proposed Dates:

Batch 01: **28 & 29 April 2011**  
 Batch 02: **09 & 10 May 2011**  
 Batch 03: **23 & 24 May 2011**  
 Batch 04: **13 & 14 June 2011**

#### Venue:

*6<sup>th</sup> Floor,  
 Fooks House,  
 Bourbon Street,  
 Port Louis*

## DAY ONE

<b>08 45 - 09 00 hrs</b>	<b>REGISTRATION OF PARTICIPANTS</b>
<b>09 00 – 10 30hrs</b>	<p><b><u>The Role &amp; Responsibility of Supervisors</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Roles and responsibilities of supervisors.</i></li> <li>➤ <i>What they do and how they help meeting business priorities.</i></li> <li>➤ <i>Building relationships based on trust.</i></li> <li>➤ <i>Motivating People</i></li> </ul> <p><b>Mrs. P. BEEHARRY</b>  <b>Acting Director, Human Resource Management</b>  <b>Ministry of Civil Service and Administrative Reforms</b></p>
<b>10 30 – 10 45hrs</b>	<b>TEA BREAK</b>
<b>10 45 – 12 00hrs</b>	<p><b><u>Planning &amp; Organising</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Prioritising.</i></li> <li>➤ <i>Allocating work/tasks.</i></li> <li>➤ <i>Planning work of team.</i></li> </ul> <p><b>Mr. D. P. RUHEE, OSK</b>  <b>Former Senior Chief Executive</b></p>
<b>12 00 -1300 hrs</b>	<b>LUNCH</b>
<b>13 00 – 14 30 hrs</b>	<p><b><u>Leadership Skills</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Open or Closed Door?</i></li> <li>➤ <i>Ensuring smooth workflow.</i></li> <li>➤ <i>Developing self and others to meet objectives.</i></li> <li>➤ <i>Maintain safe work environment.</i></li> </ul> <p><b>Mr. P. NOWBUTH</b>  <b>Permanent Secretary</b>  <b>Ministry of Arts and Culture</b></p>
<b>14 30 – 14 45 hrs</b>	<b>TEA BREAK</b>
<b>14 45 – 16 00 hrs</b>	<p><b><u>Performance &amp; Motivation</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Monitoring performance and looking for ways to improve.</i></li> <li>➤ <i>Setting standards/meeting KPI's (Key Performance indicators-related to business targets).</i></li> <li>➤ <i>Achieving results through people.</i></li> <li>➤ <i>Feedback and encouragement to teams and individuals.</i></li> </ul> <p><b>Mr. N. SOOBRAITY</b>  <b>Principal Assistant Secretary</b>  <b>Ministry of Social Security, National Solidarity and Reform</b></p>

	<b><i>Institutions</i></b>
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## DAY TWO

<b>09 00 – 10 30 hrs</b>	<p><b><u>Time Management</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Time Wasters &amp; Added Value.</i></li> <li>➤ <i>Managing their time to meet objectives.</i></li> <li>➤ <i>Prioritising and Meeting targets.</i></li> </ul> <p><b>Mrs. Y. MOORGHEN</b>  <b>Principal Assistant Secretary</b>  <b>Ministry of Finance and Economic Development</b></p>
<b>10 30 – 10 45 hrs</b>	<b>TEA BREAK</b>
<b>10 45 – 12 00 hrs</b>	<p><b><u>Breaking the Delegation Barrier</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Good &amp; Bad Reasons to delegate (S.M.A.R.T.).</i></li> <li>➤ <i>Gain the trust and support.</i></li> <li>➤ <i>Gain awareness of management style, strengths and weaknesses.</i></li> <li>➤ <i>Developing self Assessment Techniques.</i></li> </ul> <p><b>Mr. S. VITHYLINGUM</b>  <b>Former Permanent Secretary</b>  <b>Currently Barrister at Law</b></p>
<b>12 00– 13 00 hrs</b>	<b>LUNCH</b>
<b>13 00 – 14 15 hrs</b>	<p><b><u>Interpersonal Communication Skills</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Empathy.</i></li> <li>➤ <i>Identify resources needed and any potential shortfall.</i></li> <li>➤ <i>The various approaches to deal with conflict and why actions affect others behaviour (Transactional Analysis).</i></li> <li>➤ <i>Help to deal with staff whose performance is unsatisfactory.</i></li> <li>➤ <i>Achieving results through people.</i></li> </ul> <p><b>Mrs. S. K. DOORGAKANT</b>  <b>Principal Assistant Secretary</b>  <b>Ministry of Tourism and Leisure</b></p>
<b>14 15 – 14 30 hrs</b>	<b>TEA BREAK</b>
<b>14 30 – 16 00 hrs</b>	<p><b><u>Emotional Intelligence</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Importance of emotional intelligence</i></li> <li>➤ <i>Dimensional of emotional intelligence</i></li> <li>➤ <i>Managing of emotional intelligence at work</i></li> </ul> <p><b>Mr. RADHA</b>  <b>Principal Trade Analyst</b>  <b>Ministry of Industry and Commerce (Commerce Division)</b></p>

Please note that Subscription Forms for library and Registration Forms for IC3 Course are available at the counter on request.