



COURSE DESCRIPTION

Instructor's Guide COURSE DESCRIPTION	Course Code: CJSC02920 <hr/> Duration: 3 Working Days <hr/> Issued: 2020
Course Title : EFFECTIVE SUPERVISORY SKILLS	
Course Purpose: Supervisors must be aware that they are the link between the employees and the management. They must be the effective pillars of the organization so that the subordinates can be effective employees. The supervisors must know the forms of control and must delegate whenever necessary. They must manage difficult subordinates as well as to motivate them.	
Target Population: The target population will be existing airport and airline supervisors and managers working with airlines or airports primarily responsible for provision of aviation related services to passengers and others.	
Topics that will be covered: <ul style="list-style-type: none"> • To learn the role and function of the supervisor. • To know how to delegate subordinates. • To learn how to manage difficult subordinates. • To communicate and motivate subordinates effectively. • To manage his time and be aware of the time wasters. • Role and function of the supervisor. • Planning for success. • Delegation – a necessity for the supervisor. • Controls for performance effective. • Management of difficult subordinates. • Effective supervisor communication. • Motivating the subordinates. • Time management for the supervisor. 	