

## Introduction to Warehouse Supervision – 2 Day Course

### Course Overview

This course is designed to assist team leaders and supervisors in the warehouse environment to provide the vital link between management strategy and effective team performance.

### Who Should Attend

This course will benefit delegates newly appointed or soon to be promoted supervisors and team leaders in a warehouse environment. It is also suitable for people who have been in the role for sometime but have had no previous or limited training.

### Course Content

#### Introduction

- What is supervision?
- Goal setting and monitoring
- Leadership and/or supervision
- Creating trust and openness
- Giving and receiving feedback

#### Styles

- Supervision styles
- The leadership style test

#### Listening Skills

- When & where to use it
- What is Active listening?
- Benefits

#### Questioning techniques

- Question types
- Asking key questions
- How and how not to ask questions

#### Non-verbal communication

- Body Language

#### Objectives and Outcomes

- SMART objectives
- Setting individual objectives

#### Motivation

- The needs of the team
- Promoting ownership

#### Observation skills

- Observation skills
- Capturing and logging information

#### Handling Difficult Situations

- Understanding business and team needs
- Why conflict occurs
- Approaches to handling conflict
- 5 steps to resolving difficult situations

#### Dealing with poor performers

- Collecting and classifying evidence
- Setting out an improvement plan
- Gaining commitment
- Understanding the role of HR

### Additional Information

- CD Manuals and Certificates provided
- Course timings – 9.30 am- 5.00 pm
- Buffet lunch included and free parking available on site
- Joining Instructions will be sent prior to attending the course

### Course Costs

To book this course or for further information please contact the training team on Tel - 01604 655 900 or email – [training@paradisecomputing.co.uk](mailto:training@paradisecomputing.co.uk)

