



BULLSEYE

FOOD

MARKETING

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Course: Supervision and Management Skills for Food Manufacturing

Duration:

3 days

Who Should Attend:

Recently promoted supervisors and managers, designate supervisors, supervisors and managers who require refresher training.

Description:

In the food industry, supervisors and managers are often promoted due to their success as general employees. However, supervisory and management personnel regularly find that the transition from team-member to team-leader-leader can be stressful and confusing.

This training programme gives participants the skills required to enable them to deal with the variety of challenges that supervisors and managers encounter on a daily basis.

Our course provides an opportunity to test concepts and skills through role-plays, in a safe learning environment. We also help newly appointed managers and supervisors to achieve key company objectives such as increased productivity, reduced operating costs and increased profits. The training course also serves as an ideal refresher course for experienced managers and supervisors.

On completion of the training seminar, attendees will:

- Have a clear understanding of their role and its requirements
- Possess improved communication, negotiation and persuasion skills
- Be able to evaluate and discuss individual team member's performance
- Demonstrate problem-solving skills
- An ability to identify team training needs and organise appropriate training to address skills gaps
- Understand the importance of maximising all resources including people, raw materials and equipment.

Topics:

- Your role as organiser of people, resources and tasks
- Communications - active listening, ask questions, clarify points and check mutual understanding
- Operational planning methods – goal setting, daily to-do lists and delegation
- Conflict resolution – achieve win-win solutions to resolve conflict situations
- Appraisal of team members and feedback of information to team members
- Record keeping - 'avoid death by paper'
- Time management to optimise resources
- Training needs analysis: ensure you are optimising your most important resource – people
- Problem-solving techniques – how to trace equipment, process and ingredients problems using proven analytical methods. Reduce waste and the amount of time lost when fault finding.
- Operational reporting of key performance indicators .

What previous participants said:

"I found the course a great help to me in many ways. I've a total new outlook at the way I do things in my area from supervisory skills, problem solving, communication skills and conflict management. I found this course helped me plan my time a lot better and delegate jobs to other staff members and made everybody's life easier as we are working to the clock to get products to our customers as fresh as possible".

J. White

“I knew what I was doing as supervisor but in this course, it taught me a lot more about the role of a supervisor e.g. making plans, setting goals, team work, motivation, problem solving and decision making”.

H. Lacey