

LEADERSHIP SKILLS FOR SUPERVISORS IN THE FOOD AND DRINK SECTOR



A 3-day programme to address the essential skills required by
Supervisors / Team Leaders in the Food and Drink sector Leadership

Certification: **Optional**, trainees have the option to earn an Award in Leadership and Management from Institute of Leadership and Management.

Aimed at: Existing Team Leaders and Supervisors who manage small teams in the Food and Drink sector and are looking to develop their people management skills.

Trainer: Established 15 years ago, **Invisio** are highly rated providers of people and organisational development training. They have significant experience working with companies in the food and drink sector and have delivered leadership and management programmes to member companies of Food Drink Ireland Skillnet since 2013.

Programme Objectives

At the end of the programme participants will:

- understand what it takes to be an effective Supervisor in the Food and Drink sector
- have an increased level of self-awareness
- be able to handle conflict with greater confidence and ease, whilst communicating more clearly with others
- know how to deal with people related issues on the line
- develop their own colleagues' performance through coaching and feedback
- be able to hold a critical conversation with individuals and teams on the line.
- develop a personal development plan

Programme Content

Day One

Programme Induction

Your Role as a Supervisor

- Making the Change / Stepping up
- The Supervisor / Peer challenge
- Where you fit in / What is expected of you

Supervising on the Line

- Traits and Styles
- Your Style of Leadership
- Situational Supervision
- Supervision vs Management vs Leadership
- Team Exercise

Communications Skills

- Importance of Effective Communication
- Barriers to Effective Communication
- Different types of communication including oral, written, visual and electronic
- Styles of communicating
- Communication challenges

Critical Conversations on the line

- What makes them critical
- How you react
- Structuring the conversation
- Dealing with the challenging conversations
- Handling conversations when unprepared
- Stand up / daily line meetings

Day Two

Team Building

- Characteristics of effective teams
- Stages of team development
- Team roles

Giving Feedback on the Line

- Your scenarios
- Techniques
- Role play with feedback

The Assertive First Line Supervisor

- Assertive techniques
- Handling conflict

Your challenges

- Short cycle consulting tool – using your colleagues to support you to resolve
- The tool in practice

Personal Action Plans

Day Three

Building a sustainable business

- Key financial and non-financial business indicators
- The impact your role has in relation to financial performance of the organisation
- Profitability and return on investment

Understanding Costs

- The typical cost base of food / drink business
- Managing variable costs
- Identifying and reducing waste

Understanding budgets

- The need to budget
- Your role in monitoring variances – corrective and preventative action

Case study - The link between quality and finance

- The cost of poor quality
- The long term impact
- Principles of quality management

Personal Development Plan

- Gap analysis
- 70:20:10
- Your Plan

Certification (optional)

Certification

An Award in Leadership and Management from the Institute of Leadership and Management (ILM) equivalent to NFQ Level 5. An extra half day will be required for trainees progressing for certification.

Work Based Projects

Supervisors will be asked to complete a work-based project in an area of people and performance management that is practical and specific to their own development or that of their team. Each Supervisor will agree their work project with their Manager and the project must be submitted to the training provider in order to be assessed for certification. Further information will be provided at the programme induction.

To book your place, or for more information, contact Samantha Owens, Food Drink Ireland Skillnet, on (01) 6051728 or samantha.owens@ibec.ie