



# Support and Supervision of Staff

Course information



**tnta**  
THE NATIONAL TRAINING ACADEMY



# Overview

Regular and effective support and supervision can be the difference between a happy productive staff member and someone who feels downbeat and disgruntled.

Individuals and teams are more productive when they have emotional, physical and mental support, clear and achievable work-related targets, reflection time and a mechanism to deal with issues early and plan ahead.

This course is for managers, supervisors and team leaders who have a support and supervision responsibility.

## This course contains the following modules:

**Module 1** - What is support and supervision - In this module you will look at support and supervision and why it is important, processes, topics for discussion, sensitivity and giving feedback.

**Module 2** - Giving a good appraisal - In this module you will look at the process of appraisals, setting goals, objectives, and targets.

**Module 3** - Communicating concern and praise - In this module you will look at listening habits, barriers to active listening, ways of expressing concern and giving praise, constructive feedback, discipline, and grievance.