



# Supervisory Management Training Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

**Making the transition from being a team member to a Supervisor can be difficult. This course will give you the confidence and skills needed to excel in your new role. You will leave with a personal action plan and a best-practice toolkit which you can put to immediate use when you are back on the job.**

Your peers will no longer see you as an equal and you are faced with a new set of challenges such as showing authority, making unpopular decisions, providing feedback, addressing under-performance etc. - all while maintaining the respect of your team. DCM can develop customised solutions or deliver off-the-shelf courses in-house for your team. This approach makes perfect sense for groups of 4+ delegates, enhancing cost effectiveness as well as team bonding.

Below you will find a proposed course outlines for our one day course.

Our trainer will also work with you before the course to get your input and tailor the content as needed.

*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

**Dearbhla Casey, HR Manager, Irish Country Meats**



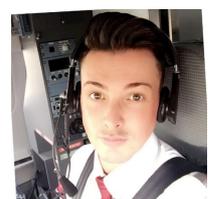
*"We are all very happy with the training carried out last week & will definitely be in contact in the future"*

**Aoife O'Rourke, Key Account Manager, Tool & Plastic**



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

**Jonathan Latimer, Fleet Training Instructor, City Jet**





# Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

## Specific reasons to choose DCM:



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Experienced:** We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



## You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





# Supervisory Management Training

## COURSE OVERVIEW

Making the transition from being a team member to a Supervisor can be difficult. This course will give you the confidence and skills needed to excel in your new role. You will leave with a personal action plan and a best-practice toolkit which you can put to immediate use when you are back on the job.

Your peers will no longer see you as an equal and you are faced with a new set of challenges such as showing authority, making unpopular decisions, providing feedback, addressing under-performance etc. - all while maintaining the respect of your team. DCM can develop customised solutions or deliver off-the-shelf courses in-house for your team. This approach makes perfect sense for groups of 4+ delegates, enhancing cost effectiveness as well as team bonding.

## LEARNING OUTCOMES

By the end of the course each learner will be able to:

- A personal action plan
- Best-practice toolkit which you can put to immediate use when you are back on the job

Below you will find a proposed course outline detailing all the topics covered on the training programme.

**In addition, we will consult with you before the programme commences to get your input. This way we can be sure to address any specific requirements.**



# Course Content

## TOPIC 1: INTRODUCTION

- Delegation, Time Management, Decision Making, Organisation, Motivating

## TOPIC 2: LEADERSHIP

- Developing your Leadership Style
- Making the move from team member to Manager
- Leading by example

## TOPIC 3: PROBLEM SOLVING AND DECISION MAKING

- Writing Tips - plain english rules, being clear & concise
- Language used - polite but to the point, use of non open ended sentences, how to close conversations
- Common pitfalls when writing emails
- A refresher on punctuation
- Paragraph and sentence structure
- How to communicate with people who have inadequate english

## TOPIC 4: PERFORMANCE MANAGEMENT

- Effective delegation; Setting clear objectives
- Monitoring results
- Motivating your team including difficult team members

## TOPIC 5: CHALLENGING BEHAVIOUR

- Conflict resolution
- Negotiation and influencing skills



## Brendan Murphy

### Training Associate

Brendan is an accomplished training consultant with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has long experience of group facilitation in a variety of settings with a knack for individual performance improvement.

Brendan brings his vibrant enthusiasm for training to every course he delivers. His resulting style is participative and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Brendan specialises in are: Communications, Effective Writing Skills, Public Speaking, Management and Minute Taking.

Some of Brendan's qualifications include:

- FETAC Level 6 Train the Trainer with Distinction
- Diploma in Business & Executive Coaching, Smurfit Business School
- Higher Diploma in Education, St. Patrick's College, Maynooth
- BA in English and Theology, St. Patrick's College, Maynooth

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*"Many thanks for this and for your excellent facilitation of the session. My colleagues and I were very pleased with the programme and several of them asked me to commend your for the way in which you managed the morning. "*

Graeme M.Warren, Head of School of Archaeology, UCD





# Inhouse Training, One Size Doesn't Fit All.

**Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%



# Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

### **DUBLIN**

 01 5241338  
 [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)  
 Guinness Enterprise  
Centre

### **CORK**

 021 2429691  
 [cork@dcmlearning.ie](mailto:cork@dcmlearning.ie)  
 Atrium Business Centre  
Blackpool Business Park

### **DROGHEDA**

 041 9865679  
 [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)  
 24 Laurence Street  
Co. Louth