

Effective Supervision

Length 16 hours (2 days)

Scope

This course is a classroom lecture- and exercise-based course that is designed for maritime personnel in any supervisory position. The course is intended to give the supervisor knowledge in effective communication, motivations of behavior, consistent standards of supervision, conflict resolution, and performance evaluations.

This course covers the following subject:

- Supervisor's role
- Basic principles
 - Motivations of behavior
 - Self esteem
 - 2-way communication
 - Consistent standards
- Expectations and feedback
- Resolving conflict
- Performance Evaluations

Objective

As a result of the training supervisors will:

- Know the role of a supervisor in motivating positive behavior and in confronting and resolving behavior and performance issues.
- Be able to use communication techniques that are direct and to the point but that are unlikely to provoke defensive behavior.
- Be able to give both positive and constructive feedback.
- Be able to resolve conflict constructively.
- Be able to apply the learning to the specific evaluation and disciplinary practices of their companies.

Entry Standards

Student must be at least 18 years of age.

Teaching Facility

STAR Center, Dania Beach, Florida