



Supervisory Development Solutions

Giving your supervisors and managers the tools and skills they need

What is the role of the supervisor or manager?

Supervisors and managers have responsibilities to their team and to their organisation.

These responsibilities vary within organisations but usually include delivering the task through the team, managing internal and external client relationships, managing health and safety, developing the competence and performance of the team, communicating effectively across their organisation and providing leadership to their team.



What makes a good supervisor or manager?

Most supervisors and managers need the following skill set:

- Be able to understand the role of their teams in achieving the objectives of the business.
- Be able to remain objective with their team members.
- Knowing how to communicate in different situations to allow the team members to do the best job they can.
- Be able to prioritise the team's responsibilities and own work load.
- Be able to lead, motivate and coach team members under different circumstances.



Helping you get the most from the programme

We are able to provide a variety of solutions by providing training as a series of workshops (stage one) or a combination of workshops and work based assignments (stage one and stage two).

Stage One- the workshops

There are typically six workshop topics that we cover. Each workshop lasts half a day. The following is a representative set of workshops (other options are available):

- Communication in management.
- Leading your team.
- Motivating your people.
- Coaching.
- Leading Change.
- Time Management.

Stage Two – work based assignments

Following the workshops, the participants can complete work based assignments. These assignments are designed to enable employees to apply knowledge from the workshops to the workplace.

The assignments cover:

- Communication in management: reviewing your own communication.
- Leading your team: 360 degree feedback assignment.
- Motivating people: review current team deployment and delegation.
- Leading Change: reflect on past changes and lessons learned.

Participants can submit assignments online and also manage their progress via our learning portal.

The combined workshops and assignments programme takes on average 30 hours to complete.



Who is this programme for?

This programme is suitable for first-line managers, supervisors, charge-hands and team leaders.

New supervisors and managers benefit from the opportunity to understand what is expected in their roles. They also appreciate the opportunity to develop the necessary skills and be more familiar with the tools available.

Existing supervisors and managers appreciate the opportunity to ask questions and find new ways to work or address problems. They are often surprised by how much they have taken away and that they can apply back in the workplace.

Programme Benefits

By the end of the programme, your employees will:

- Understand what is expected in their roles.
- Be able to apply supervisory and management tools to their own situation and environment.
- Know how to work effectively with team members and remain objective.
- Be more confident in their abilities to deal with a range of situations and people.
- Be more aware of their management styles and the effect this has on their teams.

“This (Supervisory Development) programme has been extremely successful within Subsea 7 and has helped to establish a common standard of leadership techniques across our levels on the North Sea.”

Gavin Smith, Global Training Development, Subsea 7

Employees who complete the 30 hour programme can also receive The Introductory Certificate in Management from the Institute of Leadership and Management (ILM). Employees may then progress on to the ILM Certificate in First Line Management or the Level III N/SVQ Management.



Making it work for you!

Our consultants are experienced in your industry so they understand the environment that you are working in, onshore and offshore.

We make sure all aspects of the training are relevant to the type of work your employees are involved in.

For example, we tailor our case studies and exercises to reflect the responsibilities of the employees. A diving manager will learn much more if the exercises are relevant to his or her responsibilities. Maintenance managers, rigger or production managers all benefit from different exercises. Equally, onshore managers have a different set of issues.

“Polaris Learning Ltd quickly understood our business and personnel in the team and as a result delivered the course content and explained requirements in a manner that was understood by all. We all continue to benefit from training received and will continue to use Polaris Learning Ltd for future training requirements.”

Ian Finnie, Senior R&M Supervisor, PathFinder Energy Services.

We can also tailor our programme so that the employees are building their knowledge of the organisation’s requirements of supervisors and managers.

To achieve this, we often use an organisation’s own manuals, procedures and paperwork relating to the role of a supervisor or manager. We help them address specific problems they are facing and we will ensure all supervisors and managers in the same organisation are working to the same standard.

Getting in touch

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