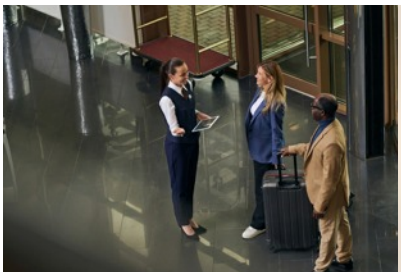
Castle Leisure Supervisor Programme





The Castle Leisure Supervisor Programme has been designed to develop the competence and confidence of practicing or potential Supervisors to become more competent and confident in a people management role. The programme provides delegates with an introduction to effectively managing and developing individuals, enhancing the ability to communicate, engage, influence, motivate and hold people accountable.

The majority of those promoted into a management role for the first time, find themselves challenged with stopping actually doing the work, learning to let go and spending time facilitating others to complete the tasks and delivering exceptional customer service. The programme is highly practical - the return on investment starts the minute the delegate re-enters their working environment, by implementing best practice management tools and techniques.

Two key features of all Palladium programmes are, the opportunity each delegate has to work with a personal coach to maximise their personal effectiveness back in the workplace, and the interaction with colleagues sharing the implementation of a range of action plans.

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Palladium
developing tomorrow's leaders

The six modules are:



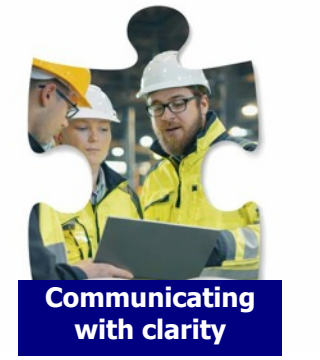
Interpersonal Intelligence



Personal Effectiveness



Becoming an effective leader



Communicating with clarity



Enhancing individual & team Performance



Resolving conflict & holding people

THE INSTITUTE OF LEADERSHIP

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