



## **Supervisory Skills Certificate**

### **Training course objectives:**

This modular course will help delegates enhance their supervisory skills required to lead a busy veterinary team effectively. The course is split into 3 sections and comprises of a one day workshop per module followed by completion of a Workbook at the practice.

### **Course content:**

#### **Module 1:**

- Overview and function of a leader
- How to improve performance through empowerment and effective delegation
- Setting and attaining goals
- Successful coaching and motivation
- Effective time management
- Planning and organising
- Teambuilding
- Communication
- Case studies

#### **Module 2:**

- Leading your team to project a professional image
- Handling difficult people and situations
- Understanding the power of the phone and how to use it to influence
- Developing your teams listening techniques
- Enhancing questioning and summarising skills
- Develop team techniques for putting customers at ease
- Supervision of time management on the telephone
- How to turn a complaint into a happy customer
- Case studies

#### **Module 3:**

- Overview of supervisory/delegation skills
- Business ethics
- Stock management
- Successful debt control
- Marketing
- Managing performance: inductions/appraisals
- Health and safety
- Case studies

**Course fees:**

£250 per delegate per module (or use matrix below to benefit from multiple bookings).

All workshop fees include a workbook for each module.

**Booking information:**

To secure your place on any of our courses call us now on 01865 377797 or e-mail your booking form to our training department at: [training@inspyr.co.uk](mailto:training@inspyr.co.uk)

### Multiple Bookings

	<b>1 Module</b>	<b>2 Modules</b>	<b>3 Modules</b>
<b>Individual delegates</b>	<b>£250</b>	<b>£475</b> <b>SAVE £25</b>	<b>£700</b> <b>SAVE £50</b>
<b>2 or more delegates</b>	<b>£225</b> <b>SAVE £25 EACH</b>	<b>£450</b> <b>SAVE £50 EACH</b>	<b>£675</b> <b>SAVE £75 EACH</b>

*Terms and conditions: Bookings and payment must be made simultaneously in order for offers to be valid. Please note, if delegates cannot attend the same workshop dates or venues, Inspyr will do our best to accommodate delegates' requirements.*