



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.

This certificate has achieved national accreditation by The Awarding Body Consortium

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
- Supervising VN clinics
- 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
- Supervise time management on the telephone
- How to turn a complaint into a happy customer

Module 3:

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

Course fees:

Book one workshop: £250 per delegate plus VAT

All workshop fees include a hot lunch and 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

Inspyring Offers

Multiple Module Offer:

Book 2 modules: £475 per delegate plus VAT **SAVE £25**

Book 3 modules: £700 per delegate plus VAT **SAVE £50**

Friends and Colleagues Offer:

Book simultaneously for 2 delegates: £225 per delegate plus VAT **SAVE £25 per person**

Book simultaneously for 3 delegates: £700 per delegate plus VAT **SAVE £50 per person**

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.