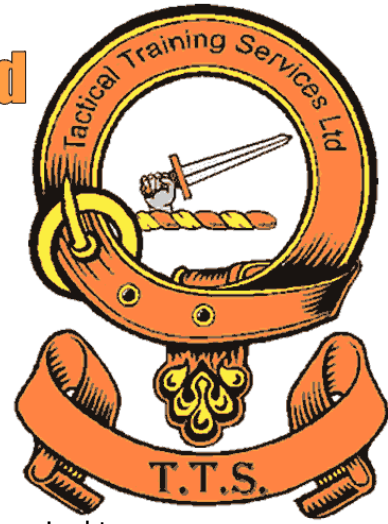


Tactical Training Services Ltd

Course Outline



Supervisor Basic Training Course

Course Introduction:

This training course is based on 'learning by experience' and revolves around a series of practical exercises and discussion groups, supported by 'guided learning' and course notes. In addition each learner will be required to read specified material both before attending the course and between attendance days. It is felt that to increase the scope for learning and at the same time lessen the impact on operational demands the course attendance days should be separated.

Aim:

To familiarise and increase the awareness of learners and newly awarded supervisory or managerial staff, and can be used as a refresher to those who are already appointed in management positions.

Objectives:

By the end of the session you will be able:

- The Role of a Supervisor.
- Leadership.
- Team Work.
- Communication Skills
- Delegation.
- Customer Service.
- Time Management.
- Problem Solving & Decision-Making.
- Reviewing Performance.

Course Duration:

This Supervisors course runs for approximately 7.5 hours per day, based on three days of attendance. As the course is largely based on group discussion and team exercises it cannot practicably be run for less than 4 learners as an absolute minimum - a minimum of 6 should be regarded as a more sensible base.

Certification:

In order to claim a Skills for Security certificate the learner must demonstrate knowledge & understanding of the course material. Also on successful completion of this Supervisory course, each learner will in addition receive a Tactical Training Services Ltd Certificate.

Cost:

£300 per learner based on a group of four in the group.