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Serving the Voluntary and Community Sector

Support and Supervision of Staff

A One-Day Workshop

Trainer: Pam McNay

Tuesday 5th October 2010

9.45am to 4.30pm

at 43 Bromham Road, Bedford

From £12 per delegate
(includes course hand-outs, buffet lunch, tea/coffee)

Priority bookings will be given to voluntary organisations

Serving the Voluntary and Community Sector

Support and Supervision of Staff

The course is for

- those new to managing paid staff
- or those who have some limited experience and require a framework for their supervisory skills

Aims

This introductory course is aimed at small or medium-sized voluntary organisations and should give delegates a best-practice framework within which to work, and a working knowledge of the issues surrounding support and supervision of staff.

Learning Outcomes

By the end of this course, participants should be better able to:

- *be clear about their roles as supervisors*
- *have an awareness of the function of staff supervision and understand performance management*
- *explore communication skills*
- *know how to recognise and deal with poor performance*

About the Trainer

Pam McNay is well-known to our local voluntary sector and has worked as a freelance trainer/consultant for over 20 years, primarily with voluntary groups. In training, she draws on the skills and understandings of those involved, while offering new perspectives and ways of looking at things. She uses a range of approaches: to meet diverse needs, to value varying experiences and to match the specific work most appropriately.

Support and Supervision of Staff

Programme

09.45 Coffee and Registration

10.00 Introduction to the day and each other

During the day we will cover

- Fundamentals of staff supervision
- Giving feedback
- Poor performance in staff
- Personal support at work
- Staff performance review
- Supporting a worker in crisis

4.30 Close

There will be breaks for tea and coffee during the morning and afternoon sessions, and a buffet lunch will be served.

The organisers reserve the right to modify the content of the programme