

Duration: 2 hours 30 mins

Course level: Introductory

Delivery method: Online

Introduction

It's crucial to the success of any business that line managers can provide individuals with the support and guidance they need to fulfil their potential. If managers can't do this, the business could pay a heavy price: productivity, customer satisfaction, absence levels and staff turnover could all be impacted.

Supporting Individuals introduces line managers to basic concepts around building supportive and trusting relationships with people who work for them.

Who is the course for?

Supporting Individuals is for people who are likely to become line managers. It is also suitable for those who are already in post, but have had little or no formal training and limited work experience.

There are no formal entry requirements and the easy to follow, step-by-step format of this course means participants can work at their own pace, making it ideal for anyone new to the subject.

People who are already line managing may wish to consider a more advanced course, such as Leadership or Building the Team.

What will you get from this course?

When you have completed this course, you will know how to:

- build and maintain trust relationships with your team members
- provide support to your team, through advising, mentoring and counselling, and consider when each is appropriate.

Course features

Supporting Individuals gives you a theoretical introduction to guiding and supporting members of your team.

The course uses a simple case study, and basic exercises such as multiple choice and true or false questions. After each exercise you'll be given feedback on how you've done.

An audio soundtrack delivers most of the content, with simple graphics and on-screen text summarising the key points.

You can print a transcript of each screen's audio component for future reference. The course also includes a glossary of business terms, an alphabetical list of business "thought leaders", and a resources section featuring links to useful online business resources.

Supporting Individuals is available for six months from the date first accessed.

Other courses you might be interested in

Leadership
Building the Team
Coaching

Course code: 100594BT037

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