

Application Form

(Please complete all sections in block capitals and return with deposit €100)

Block Capitals

Name _____

Address: _____

Tel. No. _____

Mobile No. _____

E-mail: _____

: _____

Signed : _____

Date : _____

Please forward completed enquiry form together with deposit to:-

**Neil Dawn Associates,
Belleek Avenue,
Ballina,
County Mayo**

Contact Details

Catherine Mattimoe 086 8113426
Or
Anne Bain 086-3999710

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Neil Dawn Associates
is a
FETAC
Registered Centre



Neil Dawn Associates
Belleek Avenue
Ballina
Co Mayo
Ireland



Neil Dawn Associates



**Supervisory
&
Management Skills**

FETAC – Level 6



**Commencing
Autumn 2008**

Course Details

Introduction.

This programme provides participants with a unique learning experience which will give them the knowledge and skills to manage people and resources more effectively and efficiently in today's business environment. Using the **FETAC** framework allows participants to gain knowledge and practice in supervisory and management techniques whilst gaining a national qualification for their efforts.

Each learning module enables the participant to take a step-by-step approach towards their own development goals, thereby allowing each of them to build their competence and confidence on an ongoing basis.

Learning Outcomes

On completion of this programme participants will be able to:-

1. Acquire the theoretical knowledge to enable a more conscious approach to managing people and resources
2. Identify and acquire appropriate line-management skills.
3. Demonstrate the ability to deal with difficult situations
4. Demonstrate the importance of planning and goal setting in improving performance.

This "learning" programme uses techniques that increase individual's ability to learn and desire to implement new learning. Each session will be highly participative, with practical exercises, role-play and plenary discussion.

Programme Content

The programme has been split into seven modules of learning.

Module 1 - Role and Responsibilities of the Supervisor.

Module 2 - Front line Communications.

Module 3- Time Management & Planning

Module 4 - Teamwork and Developing People

Module 5 - Managing Performance and Behaviour of People

Module 6 - Selection Interviewing

Module 7 - Project Management

Assessment process

Participants will be assessed in the following skill areas:-

- **Operational planning** i.e. setting goals and targets, developing work plans, problem solving and evaluation.
- **Organisational skills** i.e. personal effectiveness, record keeping, running meetings and delegating work.
- **Team Leadership Skills** i.e. communication, motivation and group dynamics

The Assessment process includes:-

- Skills demonstration in the above areas (70%)
- Assignment - 2,500 words (30%)

Certification

Successful participants will be awarded a FETAC Level 6 National qualification.

Programme Schedule

The seven modules will be delivered over a 36 hour period. There are two methods of attendance:-

- Day Release over a six week period commencing Tuesday 16th September.
- OR
- One night per week (7 to 10 pm) over 12 weeks commencing Tuesday 16th September.

Desired Admission Requirements

- For those who have no formal training in supervisory management or those wish to aspire to a management position.
- General standard of education.
- Ability to learn in a group environment.

Course Fees : €475.00

Academy of Learning and Development

The Academy Centre which is located in the Ridgepool Village, Ballina has excellent facilities and boasts a team of facilitators who have a great deal of experience in delivering management courses. The centre boasts state of the art presentation equipment in a comfortable learning environment. It also has its own canteen facilities and has access to easy parking.

Corporate Delivery

This programme is suitable for staff development of supervisory/management teams and it can be offered exclusively as an in house development programme.