

Supervisor Development Programme

Imaginarium worked closely with Mylan Pharma for X years including the provision of a series of year-long Supervisory Development Programmes (running from 2015 to 2017).

The programme included:

- Essentials Management Skills.
- Leading Teams.
- Assertive Time Management
- Resolving Differences: Collaborative Working.
- Supervisor Responsibilities.
- Coping with Pressure.
- Coaching for Performance.
- Refresh Reflect and Respond.
- Manage your own Career and Development.

“Joe worked with me to implement the Imaginarium Supervisory Development Programme for approx. 30 managers over a 3-year period. I also attended one of the programmes. The content was aimed at managers with varying levels of experience. Joe facilitated the sessions well, bringing his own anecdotes and unique dose of humour to bring the sessions to life. He also enabled opportunities to work with different people and learn from their experiences, to ensure new knowledge was embedded and networks formed. I co-facilitated a session with Joe on HR policies and this worked well - partnering L&D facilitation and internal HR to make the content more aligned to the business. Joe also facilitated 1:1 coaching sessions with employees on a variety of topics and these were also well received.”

Michelle Yeoman
Human Relations Director
Mylan Pharma UK Limited

Feedback from Delegates

We asked the course participants to evaluate their learning and the benefits to themselves personally, to their team and to the organisation...

Personal Benefits

- Confidence! I now have the confidence to put myself forward for additional work I wouldn't have thought to do a year ago!
- A better understanding on what it means to be a good leader and how to get the best out of my team.
- Improved communication style
- Planning / prioritising
- How to handle conflict
- Help confidence in supervision, being better equipped to deal with supervision activities, with concrete tools to reflect and act.
- It has shown me several different ways to think about differences, and ways to try and use the differences to get advantages, looking at what the end goal is rather than just solve the 'problem'.
- Given me some tools for different areas.
- Getting my confidence that I could be a manager.

- Time management – setting realistic expectations of myself (the daily to-do list) – improved my level of job satisfaction!
- Helped me to critically evaluate myself, allowed me to develop professionally and continue through my career with positivity.
- Improved time management: delegating, assertive (saying ‘no’ when required), more organised, list of things to do (managing priorities),
- Leading operational meetings: clear agenda, good time keeping.
- I have developed easiness in talking to people, improved my communication skills, presentation skills.
- Helped me to be a part of other meetings and express my opinion.
- Flexibility in approaching different working styles.
- HR: Aside from my own development, it has also enabled me to gain a better understanding of the competency levels of managers and supervisors on the course, which helps in my role.
- I have learnt some useful models and techniques and also been able to cross-reference this in my studies.
- I can now use better directed questions, am more outcome focussed, I can see the benefit of training (hands on/off) then delegation, even if the training is time consuming.
- More confident in taking the time to get the right information.
- Helped deal with challenging behaviour.
- Helped influencing others and being prepared for conversations/decision making.
- Helped me be a better people manager.

Team Benefits

- I feel I am a better supervisor since this course began. I understand my team and their needs and requirements.
- More focus on high level objectives
- Clearer goals and expectations
- Better communication = issues identified and resolved more quickly
- More balanced approach to supervision, better awareness of dynamics in team.
- I think we have managed to gel together a little better as style conflicts have been easier to resolve / prevent occurring.
- Set up workload meetings on a regular basis.
- Defining different ways/channels to achieve the results I wanted.
- Reportees getting more opportunity to think for themselves, through coaching styles (i.e. hands off).
- Helped team with coping with change – to see positivity in times of uncertainty.

- Generally, I have learned how to motivate and encourage reportees so that they too enjoy their job – improve their job satisfaction and self-confidence.
- Weekly operational meetings are clear and well structured, people know their task for a week, things they will be working n etc.
- Good communication ad relationship with the work planner. Work plans available for everyone in the team.
- Increased awareness of working styles and how interactions can be improved in the team.
- Application of learning with setting the work of a contractor in the department in terms of 1:1s, coaching skills etc., and delegation.
- Feedback within the department and within the wider role.
- Better structure to work – who is tasked to do it, time scales set. More communication on how tasks can be completed and more autonomy for them on how to complete task.
- I am an improved manager all round. Improved at delegating/giving feedback in 1:1s. Realised the importance of positive behaviour/motivation and team building/co-operation.

Organisational Benefits

- Because of the programme, I feel overall team runs more effectively, especially in 'full facility cleans' – the times to get these cleans has been drastically reduced (due to organisation and time management skills learnt on the programme) which has mean we can hand the facility back to the project teams a lot quicker.
- More time spent on value added activities (with team more focussed on the high-level goals)
- Avoided wasted time on conflicts or ongoing issues (better communication)
- Help being more efficient overall and keep motivation for self and colleagues in the organisation at prolonged times of uncertainty.
- I think I have helped my local team think more about the bigger picture and how our results impacts. This has helped get relevant issues resolved swiftly.
- Greater leadership for different activities.
- Greater confidence to speak up and raise/escalate problems.
- Improved productivity of myself and my team through effective delegation – improved productivity = ability to deliver project objectives to required timelines.
- Building a team with goo problem solving ability (though hands-off coaching) gives staff more autonomy which frees up more senior members of the team – improves productivity.
- Good team=getting it right first time = saves time = delivering project to required timelines.

- More effective, better skilled employee, happier team, achieved objectives in a time manner.
- Improved support to managers and employees in relation to coaching skills.
- Greater efficiencies for department and sharing of good practice.
- Better structure to team, previous conflicts managed rather than allowed to escalate. Most actions dealt with at team level and my manager not involved so she has more time. Less talking, more action. Well-formed outcomes which give more productivity.
- I am a better manager, more able to deal/manage the team on a day to day basis. If issues arise related to behaviour, I can deal with them more effectively.
- Understanding the working styles enables me to communicate better with different individuals.