

Operational Supervisor Refresher



Course aim

This course refreshes the knowledge and skills of operational supervisors who have several years of experience. It improves their capabilities and performance in their work.

Course overview

The course duration is two days. It is an interactive course containing group exercises, discussions and role plays.

Content in brief

This course is customisable, meaning that it can cover topics such as, but not limited to:

The role of the Operational Supervisor

The importance of the position as a role model.
The difficult step from colleague to manager/supervisor.

Communication

Verbal and non-verbal communication.
How to best communicate and how to avoid the barriers of effective communication.

Conflict management

The importance of conflict management and its impact on the company.
How to handle conflicts, limit the negative aspects of a conflict, and increase the positive aspects of a conflict.

Stress and stress management

The nature of positive and negative stress.
The stages of stress.
Available stress management techniques.
How to help individuals reduce their stress levels.
The concept of critical incident stress management (CISM).

Motivation

Motivation in management, the process through which managers encourage employees to be productive and effective.
The importance of positive motivation and the effect this can have on each individual employee.

Change management

OPERATIONAL SUPERVISOR REFRESHER



How to handle changes (as an individual and as a company).
The implications of changes.
Teaching and training in an automated environment.

Safety management

The need for a safety management system (SMS) to improve safety within the ATC environment.
The ten principles of systems thinking.
Performance variability and trade-offs, safety synthesis, and the four resilience engineering capabilities.

Prerequisites

Participants must have successfully completed a [supervisor course](#) at Entry Point North or another recognised training academy.