

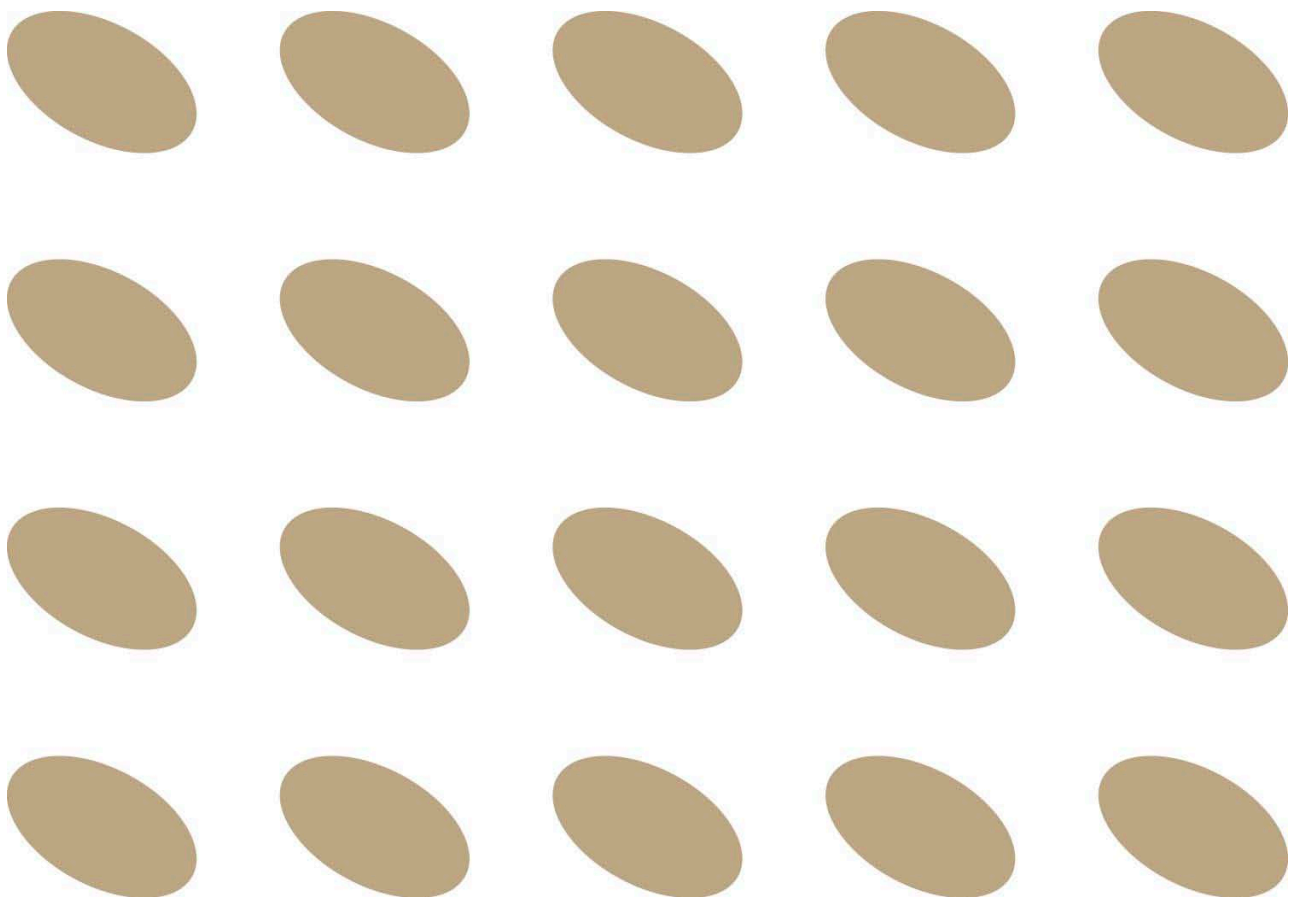


# **Cemeteries and Crematoria**

## **Supervisory skills for team leaders**

30 March 2012, hosted by Runnymede

24 May 2012, Manchester



# **Cemeteries and Crematoria– supervisory skills**

## **Introduction**

APSE training is offering a one day skills development event to team leaders and supervisors managing front line and back office employees within the Cemeteries and Crematoria service.

This event will explain what is meant by team leadership and team building, and give direction to supervisors in developing staff to provide an improved service.

The course will also consider the issues faced by supervisors in the challenging times for the sector.

## **Outcomes:**

- Appreciate what skills are required in supervising staff
- Examine the wider issues facing the cemeteries and crematoria service
- Understand the role of a team leader and discover your natural style
- Identify the strengths and weaknesses in your team
- Recognise your role in developing staff
- Stepping up the challenges
- Taking action to improve service and performance

## **Who Will Benefit?**

Those who are looking to develop or refresh their supervisory skills from sections such as:

- Admin dealing with burials, cremations and memorial bookings
- Cemetery operations - grave diggers
- Crematorium operations - cremator technicians
- Other grounds maintenance work in cemeteries

## **Trainer**

The sessions will be delivered by Jan Kennedy and Peter Linsell.

## **Peter Linsell – APSE solutions**

Peter is an associate with the consultancy arm of APSE.

He has a vast range of experience in the field of cemeteries and crematoria from his career within local authorities, the private sector and as Director of the (ICCM) Institute of Cemeteries and Crematoria. Peter holds the ICCM diploma.

## Jan Kennedy – APSE training

Jan Kennedy is the Principal Trainer for APSE and has responsibility for the learning, skills and development arm of the Association - APSE training. Jan has a background in training and development, firstly as an executive training officer in central government where she gained her CIPD in Training & Development.

She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team. Jan has experience of managing and delivering a wide range of training and development including Liverpool's One Stop Shop training programme.

Prior to joining APSE Jan managed the Lifelong Learning Employability curriculum in Adult and Community Education. Jan holds a Certificate in Post 16 Education and a CLAIT Advanced in ICT.

Jan is also qualified in level A and level B psychometric testing.

Since joining APSE Jan regularly delivers training on a range of topics including Project Management, Leadership, Supervisory skills (across service sectors), Managing Change, Negotiation Skills, Time Management, Marketing, Lean Thinking, and Service Level Agreements. Jan works in partnership with Hull University to deliver training modules to lunchtime supervisors. Jan also co-delivers on the current Master Classes on Health and Safety Issues, Public Sector Scorecard and Prince2 overview for Senior Managers.

Jan can be contacted at e-mail address at: [jkennedy@apse.org.uk](mailto:jkennedy@apse.org.uk) or by telephoning her on either 0161-772-1810(Office) or 07764-252-107 (Mobile)

## What's included?

Course fees include delegates' documentation and course material including case studies, suggested practices and appropriate toolkits and templates, lunch and refreshments. Please note that the fee does not include hotel accommodation. Hotel information is available from the APSE secretariat on request.

## Duration

1 day event: Start time: **9.30 am** Finish time: **4.30 pm**

## Course Outline – Cemeteries and Crematoria supervisory skills

9.15 -9.30

### Registration

Domestics, Objectives and Ice Breaker

#### Supervision and Leadership

- What is required from you as a supervisor
- Role models of leadership
- Leadership v Management/supervision

#### Cemeteries and Crematoria

- What are the current issues
- Task methodology

11.00 -11.15

### Morning Break

#### The role of a Team Leader

- Team Building
- Identifying strengths and weaknesses

12.45-13.45

### Lunch Break

#### Sector Performance

- Who are the Customers
- The impact of good service
- Managing performance

#### Health and Safety

- Risks and Hazards
- Supervision and monitoring

#### Time Management

- Prioritising the tasks

15.00-15.15

### Afternoon Break

#### Supervisory Tips on.....

- Problem solving
- Dealing with change
- Listening skills
- Learning styles
- Job appraisals

16.15.-16.30

### Evaluations, Certificates and Close

