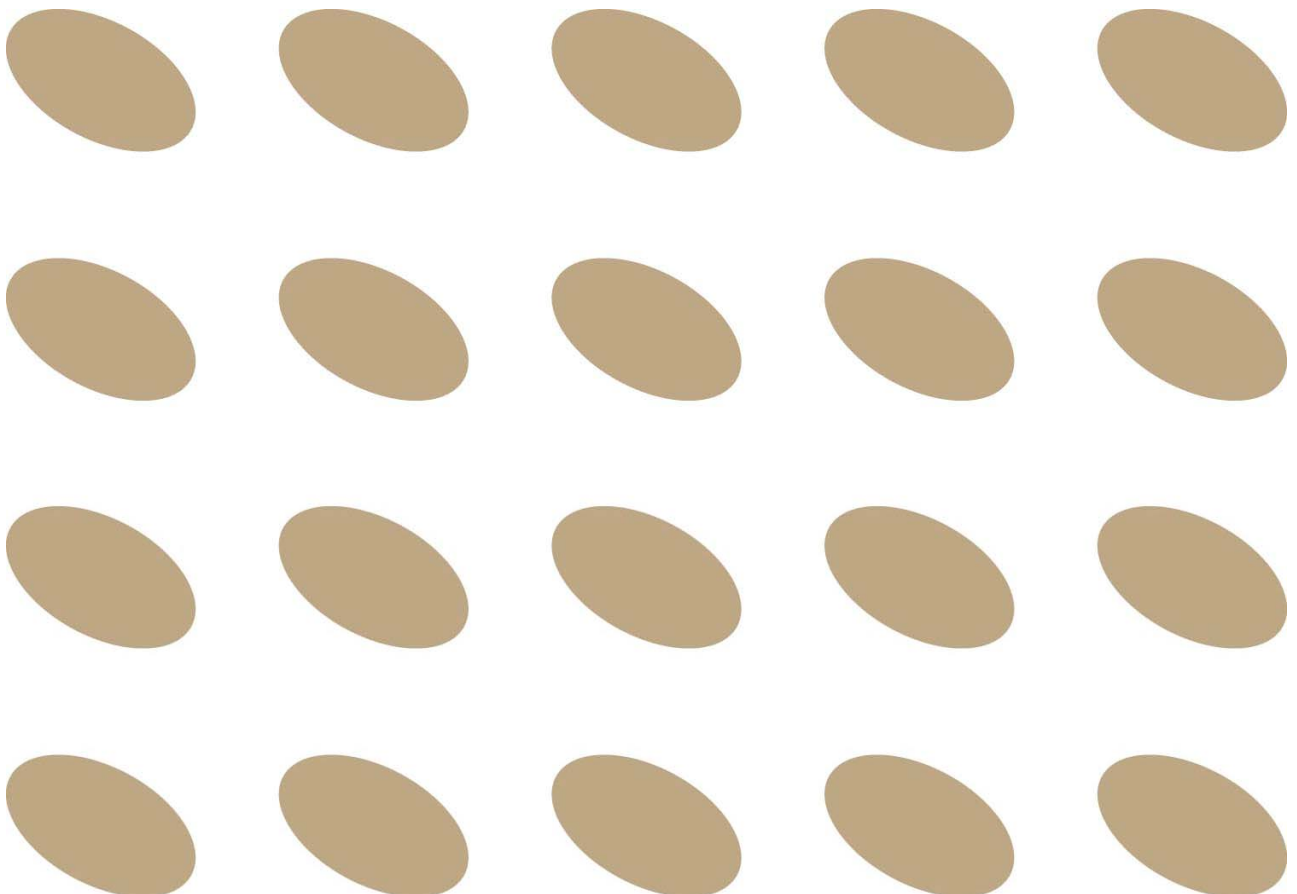


StreetScene and Transport Supervisory skills for team leaders

21 March 2012

hosted by Gateshead council



Street Cleansing and Street Scene– supervisory skills

Introduction

APSE training is offering a combined one day skills development event to all team leaders within Street Scene and Transport 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 front line service in refuse collection, transport, street cleansing, grounds maintenance, parks, recycling and highways sectors.

The course will also consider the issues faced by supervisors in the challenging times for the service sector including health and safety, customer service, recycling, mobile phone policies, impact of driver CPC and efficient fuel usage.

Outcomes:

- Appreciate what skills are required in supervising staff
- Examine the issues facing the street cleansing and street scene 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 customer service and performance

Who Will Benefit?

Those who are looking to develop or refresh their supervisory skills

- Team leaders
- Supervisors of operatives (Chargehand)
- Front line managers new to responsibility of staff

Trainer

The sessions will be delivered by Jan Kennedy.

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 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**

Please note this event can be delivered in-house for the cost effective rate of £1198.50 + vat (and low cost trainer travel)

Up to 20 of your staff may attend and APSE training welcomes local authorities sharing the cost with a neighbouring council.

If you wish to take up this option APSE training will manage all associated administration on your behalf.

Dates and timings of delivery will be negotiated in accordance with service requirements.

Course Outline – StreetScene and Transport 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

StreetScene and Transport

- 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

Customer Service

- 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

