



The Institute of Banking and Finance of Trinidad and Tobago

Supervisory Excellence: Driving Team Efficiency and Success

One (1) Day Workshop Outline



Overview:

This one-day workshop equips supervisors with the tools, techniques, and strategies to lead high-performing teams and drive organizational success. Participants will gain practical skills in time management, communication, problem-solving, performance management, and change leadership, while cultivating resilience for long-term success.

Learning Outcomes:

By the end of this course, participants will be able to:

- Describe the evolving role and core responsibilities of supervisors in achieving efficiency and organizational success.
- Apply effective time management and prioritization techniques.
- Demonstrate improved communication and team engagement skills.
- Use structured methods for problem-solving and decision-making.
- Implement performance management strategies to increase productivity.
- Lead and manage change initiatives while encouraging innovation.
- Build personal and team resilience for sustained performance.



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Course Modules

Module 1: Introduction & Foundations of Effective Supervision

- The evolving role of the supervisor in modern organizations
- Key traits of high-performing supervisors
- Balancing leadership, management, and execution
- Aligning team goals with organizational objectives

Module 2: Time Management & Prioritization

- Identifying and eliminating time-wasters
- Effective delegation techniques
- Setting and aligning SMART goals
- Practical prioritization tools and techniques

Module 3: Communication & Team Engagement

- Building trust and strong team relationships
- Active listening and providing constructive feedback
- Strategies for clear and concise communication
- Motivating and engaging teams for peak performance

Module 4: Performance Management & Accountability

- Setting clear expectations for team members
- Monitoring and measuring performance
- Coaching for continuous improvement
- Addressing underperformance constructively



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Module 5: Building Resilience & Long-Term Success

- Developing emotional intelligence as a leader
- Strategic thinking for supervisory effectiveness
- Building adaptable, high-performing teams
- Creating a personal development plan

Methodology

- Interactive presentations
- Group discussions
- Case study analysis
- Role-play exercises
- Action planning activities

FACILITATOR PROFILE

Ms. La Toya Griffith

La Toya seamlessly bridges the corporate and creative worlds, blending structure with innovation. With a Bachelor of Business Administration in Human Resource and Marketing Management, and a Master of Science in Human Resource Management specializing in Training and Development, she brings a strategic and evidence-based approach to HR policies and programs. A certified trainer by the Arthur Lok Jack Graduate School of Business and the International Labour Organisation, La Toya prioritizes compliance with Industrial Relations legislation and leverages her expertise in Labour Law and Alternative Dispute Resolution. Her passion lies in fostering dynamic, thriving work environments that balance creativity with corporate efficiency.