

CONTROL ROOM SUPERVISORY SKILLS

BTEC
ADVANCED AWARD

Control room supervisors have an increasingly important role in ensuring that the activities of their staff meet the exacting standards of regulators and stakeholders. They need to understand and demonstrate the skills required to lead and motivate their team to work professionally in order to meet the objectives of their organisation.

COURSE CONTENT

- ▶ Functions and qualities of supervisors
- ▶ Protecting the integrity of your organisation
- ▶ Essential legislation
- ▶ Surveillance camera codes of practice
- ▶ Team characteristics
- ▶ Group dynamics
- ▶ Objectives - personal and organisational
- ▶ Motivating the team
- ▶ Resolving staff issues and conflict management
- ▶ Customer service - internal and external
- ▶ Problem solving
- ▶ Risk assessment
- ▶ Team management
- ▶ Developing interpersonal communication skills
- ▶ CCTV images of evidential quality
- ▶ Audit trails and Health and Safety

“Excellent tutor, made the course very enjoyable.”

GOLDMAN SACHS INTERNATIONAL DELEGATE

COURSE COST, DURATION AND AWARD



BTEC Level 3 (Optional)
Control Room Supervisory Skills



3 Days classroom
or live via **ZOOM**



£795 + VAT includes Tavcom
Certification. **BTEC Certification is
optional at an additional cost of £95+
VAT**