

New Supervisors and Managers





Overview:

The course is designed to help overcome many of the supervisory problems encountered in your first few weeks as a boss —whether as a team leader, a project manager, leading hand, supervisor or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy and should be a positive and fulfilling experience.



Benefits of completing this course:

- Clarify roles and responsibilities
- Develop better communication skills
- Understand and promote teamwork
- Develop coaching skills
- Manage employee challenges, conflict and motivation



Audience:

New supervisors, team leaders, leading-hands and frontline managers.



Learning Outcomes:

- Clarify roles and responsibilities
- Adjust to the role with confidence and an assurance
- Communication skills listening, asking questions, giving and receiving feedback
- Recognise and manage stress
- Develop techniques to ensure employees instructions are clear and understood
- Understand and promote teamwork
- Identify techniques to deal with employee challenges, conflicts and motivation
- Develop coaching skills
- Recognise the importance of being visible, available and responsive.
- Develop good relationships with employees and peers





Course duration:

2 days



Certificate:

Certificate of Attendance



Competencies:

Decision Making Active Listening Interpersonal Skills **Emotional Intelligence** Communication Skills Time Management **Conflict Resolution** Delegation

Delivery Options



Live-Online

In-house

1300-2GO-CTS Call:

To book this course:

Web: www.ctstraining.com.au Email: info@ctstraining.com.au

BSB50420: Diploma of Leadership and Management BSBLDR523- Lead and manage effective workplace relationships BSBCMM511- Communicate with Influence



New Supervisors and Managers

Topics covered ...



Making the transition to supervisor

- 5 common mistakes that new supervisors make
- Overcoming initial anxieties
- Getting off to a good start
- Learning the ropes
- Assertiveness
- Trust

Establishing authority

- Dealing with friends and colleagues that you now supervise
- Forging alliances

Handling your responsibilities

- Knowing what is expected of you
- Identifying priorities
- Being available and visible
- Identifying employee abilities
- How to feel powerful in your position

Coping with Criticism

- Feedback
- Key actions in constructive feedback
- Guidelines for accepting criticism

Communication

- Personal Communication Style profile
- Become a good observer
- Listening skills
- Questioning techniques
- Documenting your day
- Giving clear directions & guidelines
- Know the difference between orders, requests and suggestions

Managing Stress

- Stress power, self- esteem and change
- Strategies for handling stress
- Relaxation

Dealing with Employee Concerns

- How to deal with problems
- Employee trust
- Dealing with change
- Maintaining a positive attitude
- Key factors in successful change

Dealing with Conflict

- Seven steps to managing conflict
- Conflict Resolution
- Relationship cycle
- Coaching through conflict
- Preparing for conflict
- Discipline

Teamwork

- Four stages of Team Growth
- Characteristics of Vital team players
- Leadership
- Motivation
- Feedback

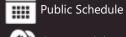
Core skills in Management & Supervision

- Problem solving
- Planning
- Delegation
- Performance management
- - Performance standards
- - Performance feedback
- - Maintaining performance

Managing Yourself

- Motivating yourself
- Understanding your own behaviour
- Watch your body language
- Accept reality

Delivery Options



Group Training



Live-Online

In-house

Call: 1300-2GO-CTS

To book this course:

Web: www.ctstraining.com.au Email: info@ctstraining.com.au

Competencies:

BSB50420: Diploma of Leadership and Management
BSBLDR523- Lead and manage effective workplace relationships
BSBCMM511- Communicate with Influence