

# 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



## Delivery:

Workshop



## 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



Public Schedule



Live-Online



Group Training



In-house

### To book this course:

Call: **1300-2GO-CTS**

Web: [www.ctstraining.com.au](http://www.ctstraining.com.au)

Email: [info@ctstraining.com.au](mailto:info@ctstraining.com.au)

### Competencies:

**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

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