PROFESSIONAL DEVELOPMENT TRAINING

Supervising Others Training - 3hours

1300 121 400

REQUEST QUOTE

0.5 DAY COURSE

If you're in a supervisory position, it's important that you are equipped with the skills required to ensure your team is productive and motivated to perform at their highest levels each and every day. Anyone who supervises others, especially those who are new to supervision, will benefit from our 1-day course developed for managers and supervisors in Australia.

The PD Training Supervising Others training course provides participants with strong leadership skills, like delegating to others, decision making strategies, effective time management, analytical and problem-solving skills, effective communication skills, how to create an atmosphere which promotes internal motivation to work toward team goals, giving formal feedback and much more.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day. This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries in all countries especially across Australia, New Zealand, Singapore, Malaysia, Hong Kong and Papua New Guinea - this is a short but powerful learning experience that gives you global collaboration opportunities. Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs see our outcomes in the reviews.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

What You'll Gain:

This Supervising Others Training Course will help new and existing supervisors to become more efficient and proficient at delegating, managing time, setting goals and expectations, providing feedback, resolving conflict and administering discipline.

All too often, great team members are promoted to a supervisory role without consideration that supervising is a completely different skill set to that which made them stand out as part of the team. So, this training course was designed to enhance their existing skill set with the additional skills required to properly manage others in a professional manner.

The Supervising Others Training Course helps people in supervisory roles to improve their skills, confidence and management abilities. This training will benefit new supervisors and anyone who wants to improve their skills in supervising others ensuring the highest level of productivity and team cohesion.

Outcomes

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

- Set clear expectations for team members
- Master techniques to delegate effectively and confidently
- Develop approaches for conducting formal feedback sessions
- Provide informal, constructive feedback
- Establish conflict resolution strategies

Modules

Lesson 1: Communicating to your Team

- REACH Review – Communication Evolution Tool
- Activity: Adjusting Your Style for a Better Approach
- Activity: Communicating with My Team

Lesson 2: Successful Delegation

- 10 Rules for Successful Delegation
- Activity: Delegating to Profiles
- Activity: Delegate to Whom?
- Troubleshooting Delegation

Lesson 3: The Art of Feedback

- The Impact of Feedback
- 3 Stages to Receiving Feedback
- Activity: Preparing Yourself to Provide Feedback
- The Open-Faced Sandwich or Commend-Recommend-Commend
- Activity: Try the Sandwich!
- Difficult Feedback Using the SBI Model
- Activity: SBI Feedback

Lesson 4: Managing Conflict

- Team Development Stages
- Activity: Action Steps
- Activity: Which Stage?
- Conflict Resolution Process
- Activity: Being Open

Talk to our expert team

Phone: 1300 121 400

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