

Supervision & Management of People



Category: Management & Leadership

Managing staff is arguably one of the most important jobs in the workplace and requires excellent interpersonal skills. This course has been developed to provide supervisors, team leaders and managers with the fundamental tools to develop effective communication, delegation and performance management techniques to gain the respect of and motivate team members.

Duration

2 days

Course Objective

This course has been developed to provide new supervisors, managers and team leaders with practical skills to manage their staff using a blend of theory, case studies and activities.

Who Should Attend / Target Audience

New supervisors, managers and team leaders who require practical tools and techniques to gain the cooperation and support of their staff or teams.

Learning Outcomes

- Identify expectations of the supervisor's role
- Key skills of communication, motivation & delegation
- Techniques to adapt your communication and management style to suit different personalities.
- Apply appropriate management skills to different situations when dealing with staff.
- Understand the stages of team development and how this impacts your team.
- Coach & motivate employees to increase productivity
- Key skills for performance management

Related Courses

- Evaluate and Build High Performance Teams,
- Feedback and Coaching Skills for Managers

Next Level Course

People & Performance

Course Content

The Role of Supervisor / Team Leader - *getting the balance right.*

Effective Communication - *understand the process and how to prevent barriers to communication.*

Reading Non-Verbal Communication - *when someone says one thing but means another.*

Effective Listening - *successful listening is an active process and its important to overcome the obstacles we create.*

Questioning Skills - *are essential for a manager and involve knowing the "right" question to ask.*

TICK Personality Insight Profile Indicator - *understand your preferred communication style and how to adapt this to suit other people and improve your effectiveness.*

Situational Leadership - *model to analyse the needs of the situation and adopt the most appropriate leadership style.*

Delegating - *the advantage of delegation and how to delegate successfully using The Five Steps.*

Five Stages of Team Development - *understanding the 5 stages of team development helps you to build and maintain team cohesion.*

Managing Performance - *close the performance gap by understanding the main elements that impact performance.*

Coaching Model - *understand how taking a structured approach to coaching increases your success.*

Giving Feedback - *learn how feedback directs behaviour and motivates performance.*

Motivating Others - *putting motivation theories into practice.*

Availability

In House Closed Group Public

Version: 30/12/09

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