

SUPERVISION AND PEOPLE MANAGEMENT



By **SGS**

2 DAYS



LEARNING OUTCOMES

- Understand the requirements of your role as a supervisor or manager
- Apply the core skills of effective communication
- Identify your preferred communication and management style using the DISC Profile®
- Adapt your communication and management style to suit individual situations
- Explain the coaching and counselling process
- Provide an effective combination of positive and constructive feedback
- Delegate tasks effectively for the benefit of both individuals and the organisation

BEHAVIOURAL PROFILE



The DISC® Profile provides a common language that people can use to better understand themselves and to adapt their behaviours with others. It is a personal assessment tool used to improve work productivity, teamwork and communication.

COURSE OVERVIEW

This course will help you get the balance right and gain the respect of your team members through understanding yours and others preferred styles of communication, understanding performance management and how to give effective feedback, being comfortable and effective with task delegation. You will also create your own development plan with our Personal Development Plan Tracker that will help you implement the new skills and knowledge once you are back in your workplace.

This course is recommended for supervisors and first level or first-time managers who require practical tools and techniques to gain the cooperation and support of staff.

TOPICS COVERED IN THIS COURSE

The role of a supervisor or manager

Supervision is the art of achieving outcomes through other people. Getting the balance right is the most important skill.

Effective communication

The communication process and how to prevent barriers to communication.

Questioning skills

Successful people know the right questions to ask and, as a result, they get better answers.

Giving and receiving feedback

Learn to direct behaviour and motivate performance by giving positive and constructive feedback.

Managing according to the situation

Adopt the most appropriate leadership style depending on the situation with individual team members.

Diagnosing development needs

When to train, coach, delegate and counsel.

Managing performance

As a manager, you are responsible for managing the performance of team members, including both good and poor performers.

Managing the performance conversation

Close the performance gap by understanding elements that impact performance and planning a counseling feedback session.

Delegating

Advantages of delegation and how to do it successfully using the five steps.

Personal development plan tracker

Put the skills and behaviours you want to implement back in your workplace into action.

Practical, relevant training
developed for the Australian
workplace.

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