

Course Outline

The ABC's of Supervising Others

This informative course will help you teach participants how to:

- Adjust To the manager's role with confidence.
- Develop a technique for providing instructions which are clear and knon.
- Identify key attitudes which they can develop to improve their supervisory skills.
- Use Time management and planning practices to maximize their achievement.
- Develop their skills in listening, asking questions, solving conflict, and providing feedback to workers.
- Understand The importance of developing good relationships with peers and employees, so they are regarded as consistent and fair.

Course Overview

This session we begin by discussing what's going to occur during the course. Students will also have a chance to identify their personal learning goals.

Pre-Assignment Review

To Start, participants will discuss their Pre-assignment in tiny groups.

Making the Transition

Next, participants will discuss how their Function will change when they become a manager. They'll also work on creating solutions for common issues of new managers, like, "How do I ensure workers recognize my new role and respect my position as a manager?"

Responsibilities of a Supervisor

During this session, participants will explore their three chief regions of responsibility.

Behaviors and Attitudes

This session will explore some behaviours And attitudes that may set managers up for success. Topics will include building the correct environment, motivation from within, and lifelong learning.

Setting Goals

This session will help participants set goals with SPIRIT.

Planning for Success

Next, participants will discuss the value of short- and long-range planning. Time management tips and email techniques are also covered, in addition to the parts of a fantastic plan.

Active Listening Techniques

During this session, participants will learn about and practice active listening skills.

Communication Skills

This session covers questioning skills, Probing methods, and non-verbal messages.

Giving Feedback

Giving feedback is among the most Important skills for a manager, yet it can be a tricky undertaking. This session will help participants master this invaluable skill. Participants will also get tips on getting feedback.

Giving Instructions

This session will explore how to give effective instructions.

Orders, Requests, and Tips

During this session, participants will Learn about these three kinds of instructions.

Managing Conflict

Regrettably, supervisors are often called into mediate conflicts. Participants will learn a process for handling conflict in this session.

Managing Challenging Situations

In this session, participants will learn the way to structure a difficult conversation. Afterward, they'll consider how to deal with some difficult situations.

Developing Relationships

To wrap up session, participants will explore their personal network and how to become a positive influence within it. They'll also consider how to establish credibility.

Course Wrap-Up

At The end of the program, students will have a chance to ask questions and complete an action plan.

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

www.paramountplus.com.au
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