

Stepping up to Supervisor



Duration:

1 day

Public Fees*:

\$350 per participant
Public courses scheduled on demand if minimum numbers can be met

Onsite Course*:

\$1760 for up to 12 participants

*pricing GST inclusive and subject to change

Total Management and Training

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Training Provider No. 31178

V12- 04/06/2017

Who should attend this course?

Stepping Up to Supervisor is a management development program for new supervisors, managers, and leaders. The program offers a basic understanding of the roles, responsibilities, and expectations required to be successful, and it guides supervisors in developing an actionable plan for personal growth.

Becoming a manager is hard enough, but making the transition from colleague to boss is even harder, and comes with its own unique set of challenges. Stepping Up to Supervisor, and making the transition from buddy to boss is designed for those who have been promoted recently into a management role, and for those who have been there for some time but are having trouble managing their “buddies”.

Changes in the workplace have thrust these brand new managers into positions of such pivotal importance that they have little time to get up to speed. Nor can they count on other people to show them the ropes. Today’s supervisors have to hit the ground running. In this course, participants will learn to set boundaries, run successful workgroups, establish goals and expectations, give performance feedback, address general supervision issues and motivate staff.

Program Content

This program will cover the following:

- ◆ Set clear expectations
- ◆ Set jointly agreed goals that motivate and encourage ownership
- ◆ Assign work using situational approach
- ◆ Delegate effectively and confidently and inspire input
- ◆ Provide feedback using “One Minute Management”
- ◆ Provide regular constructive feedback and consult on role requirements
- ◆ Develop priorities and manage time effectively
- ◆ Resolve conflict and address general supervision issues
- ◆ Interact with, or within, new or existing teams
- ◆ Personal and professional development



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Course Outcome

Participants attending this program will learn what supervisors are really supposed to do from a task and interpersonal perspective, and how to make a successful transition from peer to supervisor. All participants will be provided with course handouts, and will gain a Certificate of Completion.

Course Venue and Equipment

Courses are generally conducted in our training rooms in Cairns. Where an organisation would like to book a dedicated course for their staff, we are able to come to you and train on-site.

Where courses are conducted on-site then a suitable venue complete with white board or butchers paper is to be provided by the client company. The venue shall have sufficient space for the participants to be seated comfortably for the duration of training. Any catering costs shall be borne by the client company. Please contact us to discuss alternate arrangements if there is any difficulty in providing these facilities and equipment.

Additional Costs and Expenses

Where the training is conducted outside the immediate Cairns area then additional costs will be applicable. Any airfares, travel, accommodation, meals and materials freight incurred in the provision of this training will be on-charged plus 10%. Mileage will be charged at 80¢ (plus GST) per kilometre and traveling time will be charged at our standard rates. Please contact us for a formal quotation for courses conducted outside of Cairns.

How to Enrol

Public courses scheduled on demand if minimum numbers can be met. Please contact us if you have 3 or more attendees.

Dedicated Course

Contact our office if you would like to book a dedicated course. Course date will be scheduled at the time of booking.