

# SUPERVISION SKILLS

This two day course provides participants with an overview of the skills and knowledge they will need to provide effective supervision for their team.

## COURSE AGENDA

### DAY 1

- An overview of the roles and responsibilities of a supervisor
- Defining and understanding leadership and leadership styles
- Emotional Intelligence (including self-awareness)
- Effective communication and the various styles that managers and team members may have
- Identifying and developing team goals and KPIs
- An introduction to operational planning and how to gain an appreciation of what your organisation is trying to achieve

### DAY 2

- Building team cohesion
- Motivating team members to achieve required outcomes
- Conducting effective meetings
- Succession planning, coaching and mentoring
- Time management and the art of delegation
- Performance management and providing effective feedback
- How to manage difficult situations and conversations
- Conflict resolution

Participants will be taken through the factors that need to be considered when managing themselves, their team and their functional responsibilities. They will be given an overview of the role of Mission Statements, Visions and Corporate plans (operational and strategic) with a view to rounding out their management understanding. They will be provided with strategies on how to ensure that their team is contributing to the achievement of their organisational objectives. Participants will also be provided with a range of activities and self-assessments to enable them to determine their preferred approach to supervising others and ways that they can make personal adjustments in order to best meet the supervisory needs of their team.

## COURSE DETAILS

Delivery duration	2 day course.
Delivery style	Face-to-face workshop facilitated by an Accrete team member including: presentation, facilitated discussion and practical activities.
Location	Venue to be provided by the client.
Cost	\$2,640 per day, regardless of participant numbers. Course materials are provided by Accrete at a cost of \$25 per participant.
Participant numbers	Maximum: 25
Tailored option	Yes. Please contact us to speak with a facilitator. To provide a tailored course we will generally meet with you to discuss your needs, the specific outcomes you are seeking, and to identify any relevant policies or procedures that should be referred to during the workshop.  Tailoring of workshops incurs a development cost. Our facilitators will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

November, 2018