

Advanced Supervisory Skills



PREFERRED TRAINING NETWORKS

Leading the way in your industry

From front line management skills to proven supervisor leadership skills



Supervisors often report feeling “stuck in the middle”. This sandwich effect has a huge impact on productivity and morale. This course will help your supervisors find new and exciting challenges in their roles. Participants critique supervisory case studies and hypothetical issues from your industry. This course also introduces participants to a behavioural and attitudinal checklist to boost existing levels of employee engagement.

Methodology

A random sample of 79 Supervisors from your industry completed a survey to identify leadership gaps and/or weaknesses in the existing frontline management course. A team of organisational psychologists and leadership consultants extracted statistically significant data from the surveys to build this course.

Preferred Training Networks Suite 2/144 Camberwell Road, Hawthorn East, VIC, 3123

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P2

Outline of the Advanced Supervisory Skills Course:

Positive and Negative Workplace Behaviours

Supervisors need to be constantly vigilant of positive and negative behaviours in the workplace.

- › Review an A-Z of positive and negative workplace behaviours
- › Environmental impact of different workplace behaviours
- › Intervention techniques
- › Removing perceived injustices and moving on

Role Integration Techniques

72% of supervisors felt a disconnection between their supervisor's role and the organisation's direction.

78% of supervisors were unaware of the organisation's strategic objectives.

- › Understanding how your role fits with the organisational objectives
- › Feeling comfortable aligning tasks with strategic objectives
- › Feeling comfortable in the company of direct reports, managers and peers

Courageous Conversations and Performance Management

No surprises here. 79% of respondents disliked or strongly disliked the performance management part of their role.

Participants felt very uncomfortable having performance management discussions.

- › Understanding the importance of courageous conversations
- › Tallying the impact of rewards and recognition
- › Calibrating the micromanagement and empowerment performance scales

Change Management

When organisations undergo change, it is often a stop/start affair. This session helps participants communicate the need for change and break down change barriers and silos.

- › Critique a proven change management model
- › Conduct an assessment of how change is communicated
- › Understand the impact of change agents and change saboteurs

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Problem Solving Tools for Escalated Issues

62% of respondents would like a wider range of practical tools to deal with escalated workplace issues. Influencing better outcomes was also high (62%) on the wish list when dealing with emotive issues.

- › The appreciative inquiry problem solving model
- › Creating the environment that attracts great ideas
- › Rewarding ideas and thinking thoughts through

Emotional Intelligence and Team Building

EI was not a stated need. But the statistically significant data picked up an EI gap in team development. This module will help participants interact better with each other.

- › Working with different personalities
- › Working in culturally diverse environments with different ethnicities
- › Team building strategies

THE NUTS AND BOLTS

This program can be conducted as in-house training at your offices anywhere in Australia.

Guidelines

- › **Group Size:** An ideal group size is 6–12 participants.
- › **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- › **Duration:** This program is conducted as a full day program.
- › **Cost:** Upon request.
- › **Target Audience:** Staff, supervisors, team leaders and management.

Look at what you receive within 24 hours at no cost:

- › a program outline
- › a bio of a proposed facilitator
- › training cost
- › possible training dates (if requested)

Contact us today

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