



Phone: 1300 121 400
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The keys to successfully supervising others are being able to effectively delegate, managing time, setting clear goals & expectations and resolving conflict. Very often great team members are promoted to Supervisor, without consideration that supervising is a completely different skill set to that which made them stand out as part of the team. This Supervision Training Course helps people in Supervisory roles improve their skills, confidence and general management abilities.

This Supervision Training course from pdtraining teaches conflict resolution strategies, how to set SMART goals, providing informal feedback and much more.

This dynamic training course is available now throughout Australia including, Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Supervision Training Course Outline

Foreword:

This **Supervision Training Program** will help supervisors become more efficient and proficient at delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict and administering discipline.

All too often great team members are promoted to a supervisory role without consideration that supervising is a completely different skillset to that which made them stand out as part of the team.

This Supervision Training Course helps people in supervisory roles improve their skills, confidence and general management abilities. This supervision training will benefit new supervisors and anyone that wants to improve their skills in supervising others ensuring productivity and team cohesion.

Learning Outcomes

- Learn how to set clear expectations for team members
- Set S.M.A.R.T. goals for team members that motivate & inspire dedication
- Learn effective ways of assigning work that's modified according to each employee & situation
- Master techniques to delegate effectively & confidently
- Develop approaches to conducting formal feedback sessions
- Learn how to provide informal, constructive feedback
- Develop priorities & time management strategies as a team leader
- Establish conflict resolution strategies

Course Length

- 1 – day

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Supervision Training Courses are delivered by **pdtraining's** Supervision training specialists in Brisbane, Sydney, Melbourne, Adelaide, Canberra, Perth and Australia wide.

<p>Supervision Training Course - Lesson 1 Setting Expectations</p> <ul style="list-style-type: none"> • Defining the requirements • Identifying opportunities for improvement and growth • Setting verbal expectations • Putting expectations in writing 	<p>Supervision Training Course - Lesson 6 Providing Feedback</p> <ul style="list-style-type: none"> • Characteristics of good feedback • Feedback delivery tools • Informal feedback • Formal feedback
<p>Supervision Training Course - Lesson 2 Setting Goals</p> <ul style="list-style-type: none"> • Understanding cascading goals • Setting S.M.A.R.T. goals • Helping others set goals 	<p>Supervision Training Course - Lesson 7 Managing your Time</p> <ul style="list-style-type: none"> • The 80/20 Rule • Prioritising with the Urgent-Important Matrix • Using a Productivity Journal • Using routines to simplify your work day
<p>Supervision Training Course - Lesson 3 Assigning Work</p> <ul style="list-style-type: none"> • General principles • The Dictatorial Approach • The Apple-Picking Approach • The Collaborative Approach 	<p>Supervision Training Course - Lesson 8 Resolving Conflict</p> <ul style="list-style-type: none"> • Using a conflict resolution process • Maintaining fairness • Seeking help within the team • Seeking help outside the team
<p>Supervision Training Course - Lesson 4 Degrees of Delegation</p> <ul style="list-style-type: none"> • Level One: Complete Supervision • Level Two: Partial supervision • Level Three: Complete independence 	<p>Supervision Training Course - Lesson 9 Tips for Special Situations</p> <ul style="list-style-type: none"> • What to do if you've been promoted within the team • What to do if you're leading a brand new team • What to do if you're taking on an established team
<p>Supervision Training Course - Lesson 5 Implementing Delegation</p> <ul style="list-style-type: none"> • Deciding to delegate • To whom should you delegate • Providing instructions • Monitoring the results • Troubleshooting delegation 	<p>Supervision Training Course - Lesson 10 A Survival Guide for the New Supervisor</p> <ul style="list-style-type: none"> • Ask the right questions of the right people • Go to Gemba • Keep learning!



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Web Links:

View this course outline

- <http://pdtraining.com.au/supervision-training>

In-House Training – *Instant Quote*

- <http://pdtraining.com.au/in-house-training-instant-quote/>

Public Classes – *Enrol Now!*

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