

# The ABC's of Supervising Others

## COURSE OVERVIEW

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leaders or part-time supervisors without a great deal of authority.

This two-day course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader.

### KEY SUBJECT AREAS

- Making the transition
- Responsibilities of a supervisor
- Key behaviors and attitudes
- Setting goals and planning for success
- Active listening techniques
- Communication skills
- Giving feedback and instructions
- Orders, requests, and suggestions
- Managing conflict
- Managing challenging situations
- Developing relationships.

### LEARNING OUTCOMES

This workshop will enable the participant to:

- Adjust to the supervisor's role with confidence.
- Develop skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- Identify key attitudes that they can develop to enhance their supervisory skills.
- Use time management and planning techniques to maximize their success.
- Develop a technique for giving instructions that are clear and understood.
- Understand the importance of developing good relationships with employees and peers, so they are seen as fair and consistent.

*Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.*

*Duration: 2 Days*

### *Unique features*

The ABC's of Supervising Others Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

### *Who should attend?*

Any person who has had limited experience or formal training in the supervision of others, as well as those who are part-time supervisors or are looking to advance into a supervisory position.

### *Includes...*

- Resource material & workbook.
- Training 101 Certificate
- Quick reference guide.

Contact us for more information  
or to register on a workshop:

**P: 0800 801 233**