



## The ABC's of Supervising Others

Managing others can be quite a challenge, especially when your team members bring issues or unexpected sick calls to work. It is crucial for leaders to know how to keep their team motivated, engaged and calm. Strong conflict resolution, communication and leadership skills are essential, for supervisors.

This workshop is designed for individuals who're new to roles or those interested in pursuing such positions. It can also benefit team leads or part time supervisors who may not have authority.

In this one-day course participants will learn strategies to overcome the challenges they face as supervisors in the workplace. Being a supervisor can be demanding, it doesn't have to lead to discouragement.

**Course Overview;**

The day will begin with introductions and an overview of what will be covered during the workshop. Participants will also have the opportunity to identify their learning objectives.

**Throughout this workshop participants will learn how to;**

- Adjust to their role as a supervisor.
- Develop listening skills ask questions, resolve conflicts and provide feedback to employees.
- Identify attitudes that can enhance their skills.
- Utilize effective time management and planning strategies to optimize their chances of achieving success.
- Develop a comprehensible approach to providing instructions.
- Recognize the significance of cultivating relationships with employees and colleagues ensuring fairness and consistency in their interactions.

**Pre-Assignment Review**

Participants will engage in group discussions regarding their assigned tasks.

**Making the Transition**

Participants will explore how their role will transform upon assuming the position of a supervisor. They will also brainstorm solutions for concerns faced by supervisors, such as earning recognition from employees and establishing authority in their supervisory role.

**Responsibilities of a Supervisor**

During this session participants will delve into the three primary areas of responsibility associated with being a supervisor.

**Behaviors and Attitudes**

This session aims to explore behaviors and attitudes that can contribute to supervisors' success. Topics include creating a work environment, self-motivation and embracing learning.

**Setting Goals**

This session will assist participants in setting goals using the SPIRIT framework.

**Planning for Success**

Participants will discuss the importance of both term and long-term planning. Time management techniques, email best practices and components of a plan will also be covered.

**Active Listening Techniques**

In this session participants will have the opportunity to acquire and apply listening skills.

**Communication Skills**

This session focuses on enhancing questioning techniques, probing methods and understanding verbal cues.

**Providing Feedback**

Participants will gain mastery in the skill of giving feedback. Additionally valuable tips, on receiving feedback will be shared.

**Delivering Instructions**

Explore strategies for giving instructions during this session.

**Orders, Requests and Suggestions**

Discover the distinctions between orders, requests and suggestions in this session.

**Conflict Management**

Supervisors are often called upon to mediate conflicts. This session provides an approach to managing conflict.

**Managing Difficult Situations**

Finally, we conclude the workshop, with a wrap up session where participants can reflect on their learnings throughout the day.

**Workshop Conclusion**

At the end of the course participants will have an opportunity to address any uncertainties they may have and create an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725

