



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

ESSENTIAL SUPERVISORY SKILLS - 1 DAY COURSE

AUDIENCE

This program is suited to new or emerging supervisors, team leaders and managers who need to 'shift' from being 'one of the team' to leading the team.

Our workshop will help participants to adjust to this challenging move; how to make difficult decisions; drive feedback and drive your new team's performance.

SHORT COURSE TOPICS

Responsibilities of a Supervisor

- How to lead a team to develop cohesion
- Leading and supporting team members
- Planning to achieve team outcomes

Effective Communication

- Participate in and facilitate work teams
- Provide feedback to team members

Managing Workplace Conflict

- Dealing with team conflict

Performance Management

- Recognise and address issues and concerns
- Model expected behaviours

Dealing with Key Stakeholders

- Liaise with management



LEARNING OUTCOMES

This 1-day workshop provides an introduction to staff supervision by defining the role and responsibilities of a supervisor and how best to transition to the role. It will also provide training on how to manage up and engage with other key stakeholders to sustainably bridge the gap between the team and the organisation. Communication skills, managing conflict, dealing with difficult team members and time management are also covered in our workshop.

Delivery

Gerald has over 20 years' experience in creating custom soft skills training programs for companies in diverse industry sectors, including healthcare, construction, financial services, state and federal government sectors and local councils.

Duration and Location

Our standard structure for this workshop is 1 day. This workshop is delivered as a public course or in-house at council in any metropolitan or regional area of Queensland.

Customisation is available based on individual council requirements.

Fees and Inclusions

Please contact Peak Services for course fees or a proposal for onsite/in house training.

For proposals, registrations or enquiries contact us:

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