

Supervisory Skills 101: Effective Strategies for Managing People.

Synopsis

The success of any organisation depends on the ability to collectively accomplish shared goals. At its core managers and supervisors need to keep employees accountable, while communicating clear job responsibilities and expectations. This means listening to employees and working with them to produce results. Supervisory Skills 101 teaches the 'bedrock' strategies of coaching and communicating while ensuring staff accountability. Specifically, participants will learn:

- How to move away from 'micro-management' to staff empowerment.
- To recognise 'coaching' moments with employees for improved job performance.
- The 'Art of Listening' through reflective speech and recognition of understanding.
- How to use assertive language to better be heard and understood.
- How to conduct crucial conversations with employees.
- Skills for effective delegation for improved time management.
- How to effectively monitor staff through clear job roles and responsibilities.

How is it Relevant?

This course addresses the SafeWork Queensland [Work Health and Safety Act 2011](#) to ensure all employees are provided with training, instruction or supervision needed to safely perform their duties. Further, training of new supervisors ensures the new [Psychosocial Hazards](#) – to provide role clarity - are adhered to.

Course Content

- Delivery:** Inhouse /Virtual
Structure: Workshop/Interactive
Time: Full (6 hour) or Half Day (3 Hour) options
Class Size: Max 20
Cost: On request

Who should Attend?

This course is suitable for all employees who are new to the role of supervisor, team leader, foreman and principal or any similar role. The course also caters for employees who have acted in a supervisory role or who those who aspire to. The course also covers material which even seasoned supervisors will find refreshing.

About the Trainer

David Contarini is a dynamic and accomplished facilitator. David's career started from humble beginnings as a physical education teacher to delivering engaging content in the leadership, events, sports management, road safety education & health and wellness sectors. David holds a master's degree in management and Diplomas in Teaching and Events Management. David is Founder and Head Counsellor of Better Man Counselling – a private counselling practice for men in Brisbane.

