



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

NEW SUPERVISOR PROGRAM – 2 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>This course has been developed for supervisors, team leaders, leading hands or any local government officer leading or supervising teams.</p> <p>The New Supervisor program has been written with supervisors in mind and will provide an informative perspective on supervising people and teams.</p>	<ul style="list-style-type: none">• Importance of communication skills in the workplace• Listening skills• Body language• Emotional intelligence• How to build a positive influence in the workplace• Giving balanced feedback• Negotiation skills-dealing with conflict• Resolving conflict• Leader vs Manager• Situational leadership• Time management• Change management• Performance management• Identifying training needs• Difficult conversations and behaviour	<ul style="list-style-type: none">• Your role and responsibilities of a supervisor• Handling the position• Developing your communication skills in listening, asking questions, resolving conflict, and giving feedback to employees• Coaching and developing your teams• Identify some techniques to deal with employee challenges, such as hostility, complaints, and other difficult behaviours• Developing good relationships with employees and peers, so you are fair and consistent• Ability to understand, utilise and grow your emotional intelligence



COURSE DETAILS

Delivery	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
Duration and Location	<p>Our standard structure for this workshop is 2 days and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
Fees and Inclusions	<p>Please contact Peak Services for course fees or a proposal for onsite/in-house training.</p>

PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS

REGISTER NOW
07 3000 2148
FIND OUT MORE
training@wearepeak.com.au
wearepeak.com.au