

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**