

## SUPERVISING OTHERS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

If you're in a supervisory position, it's important that you are equipped with the skills required to ensure your team is productive and motivated to perform at their highest levels each and every day. Anyone who supervises others, especially those who are new to supervising/managing staff, will benefit from our 1-day course developed for managers and supervisors in New Zealand.

The PD Training Supervising Others training course provides participants with strong leadership skills, like delegating to others, decision making strategies, effective time management, analytical and problem-solving skills, effective communication skills, how to create an atmosphere which promotes internal motivation to work toward team goals, giving formal and informal feedback and much more.

Attend a supervisory training course now throughout New Zealand including Auckland, Christchurch or Wellington.

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## SUPERVISING OTHERS TRAINING COURSE OUTLINE

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### FOREWORD

This Supervision Training Program will help supervisors become more efficient and proficient at delegating, managing time, setting goals and expectations, providing feedback, resolving conflict and administering discipline when required.

All too often great team members are promoted to a supervisory role without consideration that supervising is a completely different skill set to that which made them stand out as part of the team, so by allowing new supervisors to attend this course they will learn some of the key skills required for them to be success.

**Supervision Training Course** helps people in supervisory roles to improve their skills, confidence and management capabilities. This training will benefit new supervisors and anyone who wants to improve their skills in supervising or managing others, ensuring high levels of productivity and team cohesion.

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### OUTCOMES

**By the end of this course, participants will be able to:**

- ▶ Set clear expectations for team members
- ▶ Set S.M.A.R.T. goals for team members that motivate & inspire dedication
- ▶ Effectively assign work that has been set according to each employee & situation
- ▶ Master techniques to delegate effectively & confidently
- ▶ Develop approaches to conducting formal feedback sessions
- ▶ Provide informal, constructive feedback
- ▶ Develop priorities & time management strategies as a team leader
- ▶ Establish conflict resolution strategies
- ▶ Work with new or existing teams
- ▶ Create a path for personal development

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### MODULES

#### Lesson 1: You as the Supervisor

- ▶ Competencies of a Winning Supervisor
- ▶ What to Do If You've Been Promoted from within the Team
- ▶ Reflection

#### Lesson 2: Communicating to your Team

- ▶ LDP Review – Communication Evolution Tool
- ▶ Adjusting your style for a better approach
- ▶ Reflection

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### Lesson 3: Set the Expectations

- ▶ Vision
- ▶ How Does Your Team Fit into the Bigger Picture
- ▶ Define the Requirements
- ▶ Set the Expectations with SMART'ER Goals
- ▶ The SMART'ER Way
- ▶ Reflection

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### Lesson 4: Successful Delegation

- ▶ 10 Rules for Successful Delegation
- ▶ Degrees of Delegation
- ▶ Troubleshooting Delegation
- ▶ Reflection

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### Lesson 5: Art of Feedback

- ▶ Types of Feedback
- ▶ 3 Stages to Receiving Feedback
- ▶ 5 Top Tips to prepare yourself to provide feedback
- ▶ Feedback Delivery Tools
- ▶ Difficult Feedback
- ▶ Seeking Feedback

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### Lesson 6: Managing your Time

- ▶ The 80/20 Rule
- ▶ Prioritising with the Urgent-Important Matrix
- ▶ Block Out times around your Energy Cycle

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### Lesson 7: Managing Conflict

- ▶ Tuckman and Jensen four phase model
- ▶ Team Development Stages
- ▶ Using a Conflict Resolution Process
- ▶ Alternate techniques
- ▶ Maintaining Fairness
- ▶ Seeking Help from Within the Team
- ▶ Seeking Help from Outside the Team

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)