

## SUPERVISING OTHERS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

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 feedback and much more.

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 supervision, will benefit from our 1-day course developed for managers and supervisors in Australia.

The PDT Supervisors Development Program utilises a system of activities that has been scientifically proven to provide leaders with improved levels of agility, resilience and improved communication skills. Click here to learn more about how this program can be implemented in your organisation and view a cost comparison.

During this Supervising Others course you will complete the REACH Personality Profiling tool, which will provide you with insight into your preferred communication style and how best to communicate with others. This newly found awareness will empower you with the ability to connect better with others and can provide you with an improved level of interpersonal communication and supervisory skills.

**Complete Sample Profiling Survey and View Sample Report Below:**

**To Have Your Leaders Start the 12-Minute Survey [click here](#)**

**If You Would Like to View an Example of the Report [click here](#)**

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

Please click on the Public Class tab below to view our Supervising Others course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## SUPERVISING OTHERS TRAINING COURSE OUTLINE

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### FOREWORD

This Supervision Training Program in New Zealand 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

- REACH Review – Communication Evolution Tool
- Adjusting Your Style for a Better Approach
- Reflection

#### Lesson 3: Set the Expectations

- Vision

#### Lesson 4: Successful Delegation

- 10 Rules for Successful Delegation
- Degrees of Delegation

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

#### 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

#### Lesson 6: Managing your Time

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

#### 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

#### 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!](#)