

The New Supervisor

A personal coaching session (1 day) or group session (workshop 1-2) days for people new to the role of supervisor and who wish to understand what is expected of their role and how to make a difference straight away.

Workshop Overview

This practical workshop develops skills in leading and supervising small or large groups. Through a combination of theory, groups and individual exercises, you will understand how to manage confidently and achieve the goals and targets set for the group. This is especially useful to new managers with limited experience.

Topics which are included are:

- Analysing your leadership skills
- Leadership styles
- Leadership behaviours
- Motivating staff
- Communication skills
- Influencing skills
- Empathy
- Emotional Intelligence
- Setting goals
- Effective delegation
- Managing performance
- Giving feedback
- 5 Coaching steps
- Conflict resolution
- Managing discipline issues
- Personal action plan

In House Training

Acorn can provide this workshop in-house to your team. This workshop can be tailored to suit your people's skill levels and type of work. Please call John Gleeson to discuss your requirements.

WORKSHOP OUTLINE

Day 1

09.00	Welcomes, introductions, overview of two day program Includes "What do participants hope to achieve from their attendance?"
10.00	What is Supervision? Challenges for the new supervisor.
10.30	Morning Tea
10.45	An overview of Leadership,
11.45	The New Supervisor's Tool Box Discussions in which participants explore the skills and attributes that successful supervisors employ, and prioritise those that they believe are most important in the context of their work. <i>Tools that will be included in the initial discussions include:</i> <ul style="list-style-type: none">- <i>Understanding Leadership</i>- <i>Team Building</i>- <i>Strategic Planning</i>- <i>Communication skills (includes Emotional Intelligence, Influencing, Giving and Receiving Feedback, Listening, Empathy, and Questioning Skills)</i>- <i>Managing Performance (includes Delegation, Motivation, Coaching, and Conflict Resolution)</i>
12.30	Lunch
1.00	Opening the 'New Supervisor' Tool Box From here on in participants will : <ul style="list-style-type: none">- Discuss the logic of looking at the skills and attributes they have chosen in a particular order, and- Participate in a series of 'mini workshops', each of which will explore through theory input and practical exercises, the 'tools' identified as high priorities by the participants.
4.15	Summary of Day One and Close

Day 2

9.00	Review of Day 1. Participant questions arising from Day 1 Preview of Day 2
9.20	New Supervisors Tool Box mini workshops - continued
10.30	Morning Tea
11.00	New Supervisors' Tool Box mini workshops - continued
12.30	Lunch
1.00	New Supervisors Tool Box Mini Workshops – continued. Includes afternoon tea break.
	Review, encouragement, personal action planning
4.15	Evaluation and Close.

Testimonials

The best thing about this workshop was the applicability of tools in the workplace. I am greatly motivated to take action.

- Janene Hallpike, Hassall & Associates International

This workshop gave me lots of opportunities to raise issues that I was currently dealing with in the workplace. The training was very good.

- Kristina Williams, AusIndustry, DITR

Small number of attendees allowed for excellent discussion.

- Alicia Costello, DEST

The open dialogue and discussion led by the group was great. The openness of the teacher and his willingness to be steered by our individual needs was excellent.

- Jane Ambrose, DEWHA

I learned a lot about how to present myself to others and how to identify my strengths and weaknesses.

- Karen Dalli, Defence

The willingness to tailor the training to the group needs.

- Larissa Guyer – DAFF

The content, case studies and discussions, the explanation of leadership, Emotional Intelligence and positive psychology

- Marilyn Walter – IP Australia



Enrolment Form – The New Supervisor

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$895

Second and subsequent attendee: \$695

For larger groups please call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.