

The New Supervisor

A two day workshop 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	<p>Welcomes, introductions, overview of two day program</p> <p>Includes “What do participants hope to achieve from their attendance?”</p>
10.00	<p>What is Supervision? Challenges for the new supervisor.</p>
10.30	<p>Morning Tea</p>
10.45	<p>An overview of Leadership,</p>
11.45	<p>The New Supervisor’s Tool Box</p> <p>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.</p> <p><i>Tools that will be included in the initial discussions include:</i></p> <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	<p>Lunch</p>
1.00	<p>Opening the ‘New Supervisor’ Tool Box</p> <p>From here on in participants will :</p> <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	<p>Summary of Day One and Close</p>

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

Enrolment Form - The New Supervisor

ABN 34073999185

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip
Course date:
Time: 9.00 a.m. to 4.45 p.m.

Attendee	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Total price \$1095 x _____ attendees = \$_____ \$995 early bird price (early bird applies to three weeks before the date of the workshop).

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 course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

Ph: 02 6217 7000 Fax: 02 6217 7001
courses@acorntraining.com.au