

Supervisor Program

The supervisor role is a crucial position in an organisation, often the lynch pin between the workers and management and the key communicator.

Supervisors provide support to teams across the operations, role model the valued behaviours and attitudes of the organisation and assist in implementing key actions as identified by the business' strategic plan.

In most organisations supervisors have been predominantly recruited from the shop floor. Not surprisingly, they possess excellent operator skills however, they usually have had little or no experience in people management, interpersonal skills and organisational planning. These skills are essential to building and leading cohesive dynamic work teams, workforce planning, gaining peer respect for their position and authority, dealing with difficult situations, and in their daily interaction with senior management.



The Benefits

- Learn how to get the best out of your team and motivate them to achieve results
- Gain confidence in your own management & leadership style and understand why and how it can work for you
- Improve your own and your team's priority management to ensure your achieve/exceed workplace targets
- Improve your ability to solve problems and make informed decisions
- Understand the steps for effective project management and improve your performance & that of your team's.
- Read & understand financial reports, prepare budgets and track performance

Who Should Attend?

Managers, team leaders and supervisors new to the role of manager.

"If you help enough people get what they want, you will get what you want."

Zig Ziglar

Learning Modules Include:

- Leading, following & team dynamics
- Project management essentials
- Problem solving & informed decisions
- Managing People Performance
- HR Essentials
- Workplace safety and compliance reporting
- Finance & budgets for supervisors
- Planning, goal setting, targets & KPI's
- Measurements and metrics
- Quality & continuous improvement
- 360 degree skill assessment/gap analysis
- The communication edge
- Conflict and negotiation management
- Excellence in Customer Service

The supervisor program is designed to 'bolt on' additional modules as required for each learner. This program is supported by workplace coaching & a workplace project.

The College team will work with you to develop a learning plan for this program.