

CDU Short Courses

The New Supervisor

A 2 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

COURSE INFORMATION

AIM's most popular program. This course attracts scores of people taking on roles of increased responsibility with little or no idea of how to deal with the 'people' side of the workplace. The course is practicable and accessible and will help new supervisors gain the necessary people skills to make the successful transition from team player to team leader. Participants are taught how teams function effectively and how to interact with the demands of the actual task, their team and each individual to achieve overall objectives.

This course is designed for new supervisors and employees acting in (or recently promoted to) a frontline management position, or those wishing to revise their knowledge or skills. This program introduces junior or potential supervisors and specialists to the fundamentals of the role of a supervisor.

LEARNING OUTCOMES

Participants who complete this course should be able to:

- Identify expectations of the supervisor's role
- Identify and apply key skills of communication, motivation and delegation
- Resolve conflict effectively
- Apply appropriate leadership skills to situations
- Motivate employees to increase productivity

COURSE CONTENT

This course covers the following areas:

- Transition from worker to supervisor or frontline manager
- Identifying and using key communication skills
- Understanding employee motivation
- Effective delegation techniques
- Understanding teams and team work
- Understanding performance issues
- Managing interpersonal and inter-group conflict
- The fundamentals of leadership

FOR MORE INFORMATION CONTACT

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