

CDU delivering AIM Professional Short Courses

The New Supervisor

Effective supervisors can have a markedly positive impact on staff performance. Specialised training in leading people will help supervisors fulfill the responsibilities of their role. This course will help supervisors gain the necessary people skills to make the successful transition from team player to team leader. Participants are taught the functions of effective teams and how to weld together concerns of task, team and individual to achieve overall objectives.

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 course introduces junior or potential supervisors and specialists to the fundamentals of the role of a supervisor.

Learning Outcomes

- 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

- 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

Course Duration: 2 days