



Supervision Training Course Outline

Foreword:

Supervising others can be a tough job, people need to manage their own time, as well as plan, organise and support each of their team members. This Supervision workshop helps participants improve key skills such as organisation, delegation, goal setting (for themselves and others) and providing feedback.

Introduction

All too often great team members are promoted to Supervisor, without consideration that supervising is a completely different skillset to that which made them stand out as part of the team. This Supervision Training Course helps people in Supervisory roles improve their skills, confidence and general management abilities.

Who should attend?

This supervision training will benefit new supervisors, and anyone that wants to improve their skills in supervising others to ensure productivity and team cohesion

Learning Outcomes

- Set expectations
- Set goals
- Assign work
- Delegate
- Implement delegation
- Provide feedback
- Manage your time
- Resolve conflict
- Manage special situations
- Flourish and help their team flourish under your supervision

Course length

- 1-day

Supervision Training Course - Lesson 1 **Setting Expectations**

- Defining the Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting Expectations in Writing

Supervision Training Course - Lesson 2 **Setting Goals**

- Understanding Cascading Goals
- Setting SMART Goals
- Helping Others Set Goals

Supervision Training Course - Lesson 3 **Assigning Work**

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

Supervision Training Course - Lesson 4 **Degrees of Delegation**

- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence



<p>Supervision Training Course - Lesson 5 Implementing Delegation</p> <ul style="list-style-type: none">• Deciding to Delegate• To whom should you Delegate• Providing Instructions• Monitoring the Results• Troubleshooting Delegation	<p>Supervision Training Course - Lesson 6 Providing Feedback</p> <ul style="list-style-type: none">• Characteristics of Good Feedback• Feedback Delivery Tools• Informal Feedback• Formal Feedback
<p>Supervision Training Course - Lesson 7 Managing your Time</p> <ul style="list-style-type: none">• The 80/20 Rule• Prioritising with the Urgent-Important Matrix• Using a Productivity Journal• Using Routines to simplify your Work Day	<p>Supervision Training Course - Lesson 8 Resolving Conflict</p> <ul style="list-style-type: none">• Using a Conflict Resolution Process• Maintaining Fairness• Seeking Help within the Team• Seeking Help outside the Team
<p>Supervision Training Course - Lesson 9 Tips for Special Situations</p> <ul style="list-style-type: none">• What to do if you've been Promoted within the Team• What to do if you're Leading a Brand new Team• What to do if you're Taking on an Established Team	<p>Supervision Training Course - Lesson 10 A Survival Guide for the New Supervisor</p> <ul style="list-style-type: none">• Ask the Right Questions of the Right People• Go to Gemba• Keep Learning!

Supervising Others is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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