

MASTERCLASS SERIES

New Manager / Supervisor Skills – In House

Overview

This interactive program will provide participants with the skills, tips and tools to move into their first people management role. Participants will explore key skills, competencies and tools to transition from being part of the team to leading a team. Participants will also gain an insight into their own preferred styles of Leadership, explore the context of situational leadership. Learning, to effectively coach team members. Conflict handling, use appropriate style to resolve matters professionally and effectively

Designed for

Business Owners, New Managers or New Supervisors or Refresh and Refocus Existing Managers

Program Duration: Full day (9am to 5pm)

Max Participants: 12

Investment: \$3950.00 plus GST

Content

Topics addressed include:

Manager vs Leader Behaviours;

- Key differences between managing and leading teams
- Identifying individual leadership style
- Exploring situational leadership styles

Managing Team Performance;

- Setting yourself and your team up for success
- Performance management system
- Setting standards, objectives and expectations

Having everyday authentic conversations;

- How to conduct everyday conversations to address matters such as lateness, absenteeism, motivation and 'attitude'
- Documenting agreed way forward

Workplace Coaching;

- Identifying individual learning style
- Exploring different learning styles in the broader context of effective workplace coaching
- Exploring the different stages of learning
- How to approach 'skill vs will'

Performance Management System;

- Rating performance
- Reward and recognition
- Legal considerations

Handling Conflict;

- Identifying individual style of handling conflict
- Exploring different styles of handling conflict
- Identifying potential sources of conflict within teams
- Identifying appropriate interventions to address matters

Learning outcomes

At the conclusion of the workshop participants should:

- Understand the key differences between managing and leading teams
- Be familiar with using different leadership styles according to the situation or individual team member
- Understand the importance of setting themselves and their team up for success
- Understand the importance of implementing and adhering to a performance management system
- Be able to set and communicate appropriate standards, expectations and goals
- Be familiar with tips, tools and strategies to prepare and hold authentic and or sensitive conversations
- Have a greater understanding of reasonable 'management actions'
- Understand the importance of agreeing and documenting a way forward
- Be familiar with different learning styles to effectively adapt their coaching technique
- Be able to provide feedback appropriate to each individual's stage of learning new skills or adopting new behaviours
- Be able to objectively rate overall performance
- Be able to individualise reward and recognition to build engagement
- Understand their own and explore other styles of handling conflict
- Be more confident to identify and address 'conflict' in the workplace

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