

# Supervising Skills Short Course

Inspire your staff to work smarter and increase their emotional resilience with a useful and simple process.

## How are your staff performing and feeling about their work?

Too often it takes a problem with staff or our organisation's systems to make us pay attention.

No-one wants a boss who stands over them and micro-manages their work. And the other extreme of leaving staff to their own devices without support isn't popular or effective.

You can develop the collaborative leadership skills to really find out how your staff are going. Catch team issues early, give staff the support they need for great communication – and great performance.

## What will I learn?

### Practical skills for high-quality supervision

- Set clear key work areas and performance expectations collaboratively
- Apply micro-skills and structure to run effective sessions around performance management

### Greater awareness of how you operate

- Work on the self-limiting messages that hold you back as a supervisor
- Develop the emotional resilience to manage your reactions to challenging dynamics

### Your role in supervision

- Manage balancing your variety of roles as learning facilitator, coach/mentor, teacher, manager and debriefer.

### Confidence to have challenging conversations

- Skills to intervene in challenging dynamics or dominant, aggressive or needy behaviour
- Give hearable feedback, work with hot spots and flat spots
- Bring out what might be going on that may be in the way of people's learning

## Why with us?

We've developed a straightforward and effective supervision process that both supervisor and supervisee can benefit from and enjoy.

We provide you with a fully road-tested process, and train you in the skills required to apply it well. Having motivated, productive staff offers real returns in job satisfaction and results.

## Our approach to training

We create an environment where you can look at your work practices with safety and lightness. Our work is lively, experiential and practical – and fosters emotional resilience. And we have a bit of fun along the way!

A large part of the program is devoted to practicing skills using real-life situations you want to work on. We allow time for you to address individual needs and issues faced in your workplace.

## Details

**Duration:** Two days 9.30am – 5.00pm

**Provided:** Delightful lunch, morning and afternoon tea, workshop materials and resources

**Venue:** Groupwork Institute Training Rooms, 31 Rennie St, Thornbury

**Parking:** Ample street parking available

**Group Discount available:** We offer 10% off full price when 2 or more people from an organisation book into the same dates for this course.

**Cost:** \$990 inc GST



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