

The ABCs of Supervising Others



This **two-day workshop** is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss, whether you are a team leader, a project manager, or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

How You Will Benefit

At the end of the workshop you will be able to:

- Clarify roles and responsibilities of the new job.
- Adjust to the new role with confidence and an assurance you can handle the position.
- Develop your skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- Develop a technique for making sure you give employees instructions that are clear and understood.
- Identify some techniques to deal with employee challenges, such as hostility, complaints, and laziness.
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

What You Will Cover

- Pre-assignment review
- Making the transition
- Responsibilities of a supervisor
- Setting goals
- Planning for success
- Listening skills
- Asking questions
- Giving feedback
- Ask for what you want
- Giving instructions
- Orders, requests, and suggestions
- Managing conflict
- Dealing with difficult employees
- Dealing with others
- The reciprocal quality of relationships

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialised manual and course materials

YES! Enrol me now!

REGISTRATION FORM

The ABCs of Supervising Others

Participant's name:	_____	Position:	_____
Organisation:	_____		
Work Address:	_____		
Phone:	_____	Email:	_____
Credit card type: MasterCard / Visa Only			
Name on card:	_____	Amount:	_____
Credit Card Number	_____	Expiry Date	_____
Signature	_____		

STELLARIS PTE LTD

P.O. Box 13596, Tauranga, 3141

Telephone: 07 577 1891 **Toll Free:** 0800 Be Best **Fax:** 07 577 1893 **Email:** info@Stellaris.co.nz

Stellaris PTE Ltd is registered as a private training establishment by the New Zealand Qualifications Authority under the provisions of the Education Act 1989 and its subsequent amendments.