



Stepping into Supervising

Taking on the role of supervisor or team leader is an important step on your leadership journey. Practical skills that you will call on immediately to manage your team, communicate effectively, provide direction and set strong foundations for continued development.

This two-day course covers topics that help new supervisors and team leaders, become aware of their leadership and communication preferences, as well as understanding team needs and behaviour.



Who should attend?

Open to anyone working in the local government sector and will be of particular interest to supervisors, team leaders, senior team members, members wanting to take the next step, as well as managers wanting to improve their skill around communication.

Benefits for the Delegate

Participants will leave this course with the confidence and skill to be more controlled and forward in their communication as a leader. Using skills learned during the course to develop feedback and improve working relationships with internal and external stakeholders.

Benefits for the Council

Developing exceptional communication within your leadership team is the cornerstone for a positive empowering council culture. Council will notice an improvement in the leader's ability to give meaningful feedback, and deescalate potential conflict situations.

Aligned with the NSW Public Sector Capability Framework

Day One

Using Different Supervising & Management Styles

As a new supervisor, it is important to become more self-aware. Understanding management and the role supervisors play in the running of a business, and what the key attributes of a successful manager are, set the scene and provide direction for the learner. Exploring what integrity means for leaders, how we can align our behaviours with core values, demonstrate accountability and inspire others to do the same. We will also explore ways to manage former peers and group dynamics, to transition into management with more confidence and skill.

Key Content

- Transitioning into management
- Management goals and responsibilities
- The attributes successful managers share
- Operating with integrity and accountability
- Different management styles
- Managing former peers
- Managing team dynamics

Understanding Team Needs

Key Content

- Maslow's hierarchy of needs
- Understand what drives basic needs
- Development and delegation
- Giving positive and negative feedback
- Understanding forms of conflict
- Different styles to managing conflict

Understanding the general needs people are seeking to have met helps new managers understand the driving force behind behaviour. People want to be successful and develop in an area that they are interested in. Understanding delegation as a form of development and providing feedback in a constructive way, helps them on that journey. We will also explore the different types of conflict that can arise in a team, and the different styles people use to manage a conflict situation.

Self-Actualisation

Esteem

Belonging

Safety

Physiological

Day Two

Being the Supreme Communicator

It is important to understand what people's behaviour is saying, and ensure your leadership message is clear. Using Dr Marsden's DISC theory, we explore what behaviours are telling us, and ensure we align our behaviours to communicate effectively. We will also look at being flexible with our communication, in order to get the best out of each person we are leading and becoming a flexible communicator.

Key Content

- Understanding the reasons conflict arises: ranging from miscommunication, to a dislike of each other, the reasons for conflict vary
- Different styles for managing conflict: understanding what the conflict style is communicating to you about perception
- Marsden DISC theory: understanding behavioural theory for communication
- Personal insight: understanding what my behavioural tendencies are and how they might be perceived
- Understanding others: identifying behaviour, and understanding the communication and appreciating differences

Self-Development & Planning a Way Forward

Stepping into a new role with new responsibilities can be stressful. With additional responsibilities as well as the new role of managing people, stress management should be proactive ensuring development continues consistently. Creating milestones, plus short and long term action goals, ensuring plans are implemented.



NSW Public Sector Capability Framework

The capability framework describes the core capabilities and behaviours required of public sector employees, across all occupational groups. It provides a common foundation for creating roles, managing performance, development and career planning. Additional information can be found at; <http://www.psc.nsw.gov.au/workforce-management/capability-framework>

Participants who complete Stepping into Supervising will fulfil the requirements of the Intermediate Descriptor Level as summarised on the right. The Intermediate descriptor level is aimed at supervisors, team leaders and senior team members wishing to develop their career, in a role with moderate responsibility for managing staff.

Personal Attributes	Display resilience and courage
	Act with integrity
	Manage self
	Value diversity
Relationship	Communicate effectively
	Commit to customer service
	Work collaboratively
Results	Plan and prioritise
	Think and solve problems
	Demonstrate accountability
People Management	Manage and develop people
	Inspire direction and purpose
	Manage reform and change



Facilitator: GAVIN CARNEGIE

Gavin cultivated his passion for developing others during his years of experience working for a boutique training company. He is passionate about encouraging people to find the best in themselves and in others. He has an unwavering belief that everyone has a unique set of strengths and is an expert at teaching you how best to use them. People come out of his sessions with their eyes opened to the power of their own potential and the motivation to put their plans into action.

IN-COUNCIL DELIVERY

Educating your leaders together in one group is an excellent way to embed knowledge and create a culture of learning. Leaders can then keep each other accountable to the learning content and can give additional structure and meaning to delivered feedback. Each course can be hosted in your council, and can accommodate up to 20 people, room size permitting. The content can also be tailored to align to any previous training directive, should this be required.

In council training for 2 days: \$9,900

This GST inclusive price covers all workshop materials, any tailoring of the programs and all material travel expenses to major hubs. The venue details and catering are to be provided by council.

For further information contact:

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LOCATIONS & DATES

Queanbeyan 14–15 May 2019

Sydney 30 April – 1 May 2019

North West 24–25 September 2019

Sydney 13–14 November 2019

INVESTMENT

Member: \$924.00

Non Member: \$1,201.20

GST Inclusive

REGISTER NOW!

By registering for this training session you are accepting the Terms & Conditions as detailed on our website.