

First Line Management 1 - Foundations

3 Days

Designed for people at the front line of management, people who one day were part of the team and now need to lead it, people with technical know-how who now need to balance this with management skills that will help the business achieve its goals to be a well-run business.

WORLD CLASS TRAINING

In today's changing workplace, many new supervisors are unsure of their roles and responsibilities. They have little experience dealing with the challenges of managing work through others. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues and their manager. Learning these skills can have a tremendous impact on an organisation's productivity.

LEARNING OUTCOMES

- You will clarify the scope and nature of a supervisory position.
- You will learn some ways to deal with the challenges of the role.
- You will recognise the responsibilities you have as a supervisor, to yourself, your team, and your organization.
- You will learn key techniques to help you plan and prioritise effectively.
- You will acquire a basic understanding of leadership, team building, communication and motivation, and what part they play in effective supervision.
- You will develop strategies for motivating your team, giving feedback, and resolving conflict.

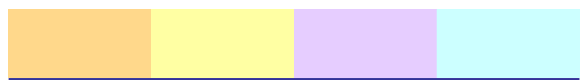
WHO WILL BENEFIT

Team Leaders, Supervisors and Managers responsible for leading, controlling and motivating teams. The course is particularly suitable for newly appointed Leaders, Supervisors faced with significant change, or any longer serving front-line managers who have not had the benefit of any formal training and may need to update and refresh their skills.

RELATED COURSES - FLM 2 - Coaching, Delegating & Motivating, Team Development, Accounting for Non-Accountants, Leadership.

<i>First Line Management 1 - Foundations</i>	①	②	③	④	⑤
Adjusting to Your Role					
Taking On Your New Responsibilities					
Making Plans & Setting Goals					
Leadership Theory & Practice					
Handling Problem Employees					
Team Performance					
Productivity					
Effective Communication Techniques					
Introduction to Motivating Your Team					
Getting Orientation Right					
Training					
Providing Constructive Feedback					
Conflict Resolution					

- ① Little or no experience
- ② Some background knowledge only
- ③ Able but takes some thought and thus is not used often
- ④ Able but could refresh knowledge and skills
- ⑤ Mastered and could teach others



CONTACT

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TOPICS

Adjusting to Your Role & Taking On Your New Responsibilities

Making the transition from employee to supervisor is not always easy. This topic looks at some of the pitfalls and how they can be avoided.

Making Plans & Setting Goals

As a supervisor, you are now responsible for planning your own time. Use goal setting and the Important/Urgent matrix to prioritise your tasks and time to be more effective.

Leadership Theory & Practice

What makes a good leader? This module looks at leadership theories and applies them to your role as supervisor.

Handling Problem Employees

Practical techniques to deal with some of the more common problems you will face in managing people. Team Performance from Formation to Productivity Most organisations have moved to teams in the past few years. Understanding how teams operate and how you lead them will assist you in maximising your team's productivity.

Effective Communication Techniques

Essential in a team environment is understanding what helps and what hinders communication. This topic will give you some important pointers in how to improve your communication effectiveness.

Introduction to Motivating Your Team

From theory to practice, this module will help you to understand what motivates your team and build reward systems to appeal to your team.

Getting Orientation Right

The first 48 hours of any employee's new job is the most important. How do you orientate your new employees? Let's review your orientation and see if we can improve upon it.

Training

Bringing your team members up to full productivity often requires training. What is your role in the training process?

Providing Constructive Feedback

Essential to get the most of your employees is to provide constructive feedback on a regular basis. This is often difficult for supervisors. This section gives practical tips on providing meaningful feedback.

Conflict Resolution

Every team will be affected by conflict at some time. When do you step in? When do you intervene, what do you do? This topic will help you resolve conflicts before they become major problems.

Disciplining Staff

Disciplining a staff member is something that every supervisor has to do at some stage. The guidelines in this section will help you to address problems early and in a positive way.

Registration Form

Course	First Line Management 1 - Foundations
Delegate	Name:
	Phone/Mobile:
	Email:
Manager	Name:
	Phone/Mobile:
	Email:
Company	Company Name:
	Address:
	State/Post Code:
	Authorising Exec Name:
	Signature:
	Phone/Mobile:

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