



Managers & Supervisors Course

2 Day Course | Tuesday 14th & 28th of January 2020 | 9.30am to 4.00pm

Location: Level 9, 1 William Street. Perth 6000. | Cost: \$500.00 (Ex GST)** DiSC discounts may apply.

Key Outcomes

To give practical and supportive training to employees holding manager and/or supervisory roles. This course is aimed at both experienced and emerging managers as the facilitation of the course is based on individual delegate objectives which are discussed prior to the training commencing.

Key Learnings

Introduction to Management

Overview of the core responsibilities managers and supervisors must have. This introductory session will provide opportunities for self-reflection and commence the development of personal action plans for the participants.

Delegation and Feedback

In this session we will discuss delegation -v- allocation of tasks, how to maintain control over delegated tasks and get the necessary feedback you require. We will also show participants how to scale delegation to provide learning and growth for their teams.

Dealing with Difficult Employees

We have all had them, heard about them or are dealing with one right now. This is a very practical session focusing on the various scenarios you may face as a manager or supervisor and offers tips and techniques for dealing with those difficult people. Coupled with the Behavioural profiling learnings from the DiSC report this will change the way you deal with troublesome employees.

Team Building and Rapport

This practical tips and tricks session will show participants the foundations of building a great team and how they can develop strong rapport with clients and other stakeholders. It will also help with building trusted business relationships with your organisation's senior management team and the Board.

Why choose GPHR?

Wendy Jeffery-Lonnie, director of GPHR, is an experienced professional delivering practical advice for your people management needs along with helping you build creative and practical solutions for all things people.

Key Learnings

Performance Management

Developing employees can only be successful when robust performance management systems are in place. Participants will learn about the different types of systems available and discuss what will work best for them and in their businesses.

Emotional Intelligence

Discuss the IQ v EQ debate. Those with higher Emotional Intelligence (EQ) will naturally have greater levels of self motivation, empathy for others and much more. The great thing about EQ is that it can be learned, and will immediately make you a better manager.

DiSC Advance Profiling

The DiSC Advance Behavioural Profiling tool provides managers with a range of communication and personal development tools. This session highlights strategies to allow participants to immediately take back to the office techniques for their management of and communication with others. All participants will receive a personalised report.

The Cycle of Employment

From creating organisational structures, to recruitment, health & safety, training, discipline and termination, this session discusses the employment journey and the key impacts on your role as a manager or supervisor.

** Please note: course discounts apply to attendees who have completed a DiSC profile with GPHR in the last 12 months.

HR Compliance, Fair Work Act and Awards

Providing a broad overview of the Fair Work Act, the Award system and those compliance requirements you need to be across as a manager or supervisor.

Key Participant Requirements

Participants will be required to actively participate in their own development and learning. Whilst there will be technical elements to the course, it will be a hands on, interactive and practical session.

Participants will work on a personalised action plan throughout the training to ensure their learnings and **'take-aways'** make an immediate impact upon the return to the workplace.

Take this opportunity to invest in your employees, please RSVP via email to Wendy@gphr.com.au.

If you're seeking expert and proactive advice for your team, call GPHR's Director for more information.



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