

# NEW SUPERVISORS / NEW TEAM LEADERS COURSE

"Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others."

Jack Welch, former GE chairman and CEO –



## OVERVIEW

This course is designed specifically for people who are new supervisors or new team leaders.

People transitioning into a supervisor or team leader role often ask "How do I start?" This course provides a practical approach on what to do and how to behave as new supervisors and team leaders settle into their leadership role. This is often a challenging time for supervisors and managers and it is important to begin with knowledge and guidance on the practical ways to carry out their role professionally.

## WHO IS THIS PROGRAM SUITABLE FOR?

This program is suitable for new supervisors or team leaders and those moving towards the role.

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SECTION	KEY LEARNING CONTENT
<b>Introduction and overview</b>	0.1 Welcome 0.2 Course overview 0.3 Your targets for this course
<b>1. Your transition to a leader</b>	1.1 Your leadership role, responsibilities and values 1.2 Make the transition from a team member to a team leader 1.3 Lead by example and respect team members 1.4 Identify areas for improvement in team work 1.5 Set clear expectations for your team members
<b>2. People skills, communication and emotional intelligence</b>	2.1 People skills for leaders 2.2 Clear and concise communication as a leader 2.3 Communicate as an assertive leader 2.4 Apply emotional intelligence as a leader
<b>3. Prioritise and delegate work</b>	3.1 Review and prioritise work 3.2 Plan delegation 3.3 Practical delegation 3.4 Follow up to delegation
<b>4. Lead and motivate your team</b>	4.1 Understand your leadership style 4.2 Motivate, engage and energise a team 4.3 Establish team goals, roles and responsibilities 4.4 Run effective team meetings
<b>5. Coach and support team members</b>	5.1 Manage different personalities in your team 5.2 Coach team members for improved performance
<b>6. Manage performance</b>	6.1 Manage performance as a leader 6.2 Give performance feedback
<b>7. Meet challenges for team leaders</b>	7.1 Meet challenges as a team leader 7.2 Keys to manage conflict 7.3 Lead difficult conversations
<b>8. Move forward as a leader</b>	8.1 Build resilience and manage stress as a leader 8.2 Develop a continuous improvement mindset 8.3 Course review 8.4 Develop your leadership confidence and capabilities further

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## GROUP DELIVERY OPTIONS:

- 2 days face to face OR
- 8 x 90 sessions delivered via Zoom or other video platform
- An extended intensive 3 day version is also available.

## INDIVIDUAL DELIVERY OPTIONS:

- 8 x 60 sessions delivered via Zoom
- 8 x 90 sessions delivered via Zoom
- 10 x 90 sessions delivered via Zoom

## CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.

FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

## ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics.

## ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

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### New Supervisors / New Team Leaders Short Course

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