

# LEARN TODAY, FOR TOMORROW

## Supervisor level

### THE CHALLENGE

Are you like thousands of others who have recently stumbled - or been pushed - into leadership? You may not have set out to lead, but because you're good at your functional specialty, you've found yourself getting more responsibility, getting direct reports until suddenly...boom! You're a manager!

Many new supervisors have mixed emotions about advancing from an individual-contributor position to taking on the responsibilities of a manager and more often than not, they're given the responsibility but not the support. Given the title but often not the training and therefore struggle with the demands of leadership.

It can feel overwhelming—which can lead to lost productivity, reduced team morale, and even a return to a non-supervisory role.

### THE SOLUTION

The purpose of these work-sessions is to enable supervisors and team leaders to get the best performance from themselves and the rest of their team by gaining new insights, skills, tools and techniques needed to help them feel more confident, motivated and self-assured.

We will share proven strategies to help you shift your mindset from managed to manager, focusing specifically on goal setting, inspiring trust, making better decisions, effectively delegating and managing virtual teams.

### WHO IS THIS FOR?

Participants will be new team leaders or supervisors who want to build confidence and develop their management style. Also suitable for those who are about to take that first step into supervising a team.

The course will introduce them to foundational concepts and practical skills and techniques to help them manage change, make better choices and decisions, delegate effectively and manage performance within their team.

## YOU WILL LEARN TO:

- Appreciate the qualities required when stepping into a managing role
- Recognise your own management style, qualities and strengths
- Build resilience and inspire trust in yourself and your team
- Explore bias and create a culture where everyone thrives
- Improve your decision-making
- Understand why and when to delegate
- Actively seek - and action - feedback
- Embrace change and support your manager and team through it



## MODULES

### 1 - From Managed to Manager

What qualities are needed to step up to the line management role? We will focus on staying in charge of the situation, moving things forward and all the things the line manager is responsible for, including all the extra things that come with the role but aren't necessarily in the job description!

### 2 - Trust & Resilience in Uncertain Times

Trust and resilience are widely recognised as vital competences in the workplace. The ability to build trust and resilience is critical to your success as an individual and a people manager.

### 3 - Exploring Unconscious Bias

The reality is that all of us can – and probably do – harbour biases that can all too easily lead to discrimination and inequality. This module allows you to explore your own unconscious biases and gives you practical techniques for acting more consciously and making objective decisions.

### 4 - Focus on What's Important

One of the key skills of being an effective leader is effective time management. You need to understand what needs to be done, when it needs to be done and have the ability to achieve success through others.

### 5 - Finding Solutions

In this module, you will learn the basics of problem solving and decision making, from recognising the early signs through to considering the impact, using the Decision Making Matrix.

### 6 - Managing & Driving Performance

Learning how to develop your team and drive their performance is a critical skill you need to be an effective people manager and leader.

### 7 - A Culture of Feedback

Using the +EBI framework, you will explore what a culture of feedback is and how you can create an environment where every one feels that they can share feedback with another person in the organization - regardless of role.

### 8 - Readiness for Change

In tough times like these, how we anticipate and adapt to change is what helps individuals, teams and organizations to not only survive, but thrive. In this final module, you will explore how to successfully manage others through the many changes affecting you.