

## Effective Supervision

**Course Length:** 2 days

**Course Times:** 8.30am to 4.30pm

### Course overview

This course provides participants with strategies for effective supervision, including planning skills (team and individuals), managing change and conflict, allocating responsibilities, feedback and coaching skills. The program will offer participants an opportunity to review and expand their repertoire of supervision skills and gain a greater understanding and awareness of their role and responsibilities. Participants will gain an appreciation of others' behaviour, motivation and gain the ability to alter their communication skills and strategies to deal with the challenges of supervision.

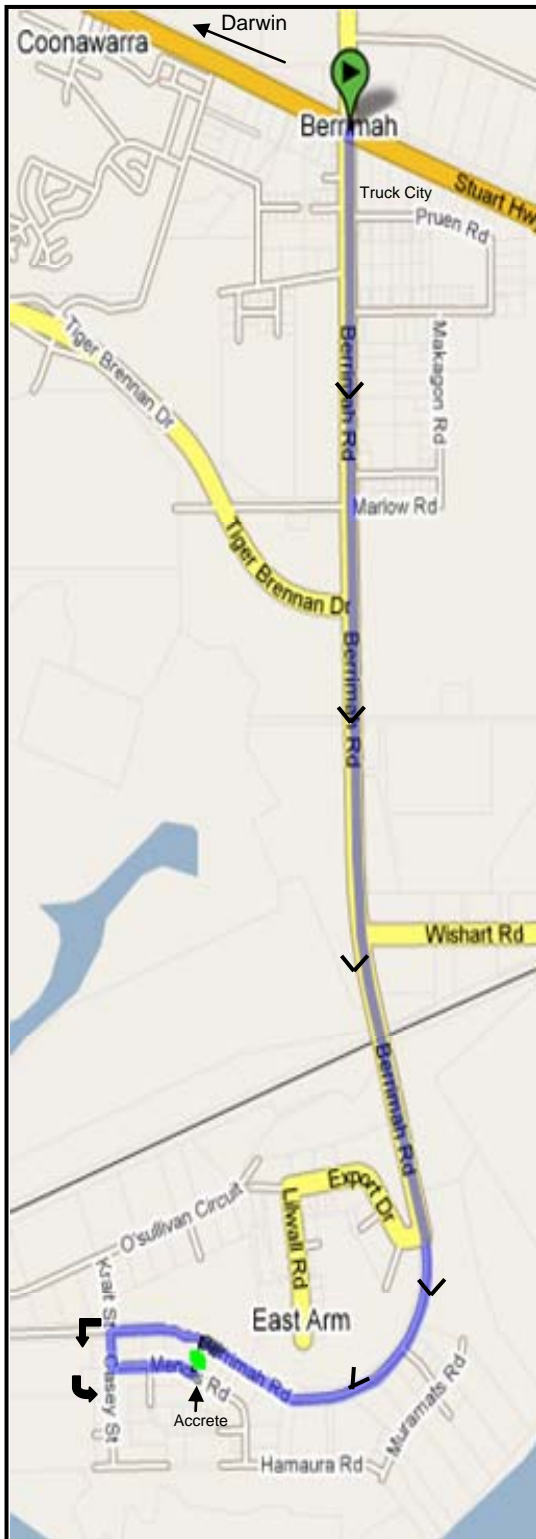
### Target Audience

- Staff moving into, or targeted for, supervisory positions
- Supervisory teams keen to enhance their general operations and workplace effectiveness
- Current supervisors wishing to enhance and refine their skills and knowledge

### Key Topics

The underlying objectives of this program are to enhance the knowledge, appreciation and skills of personnel by;

- Understanding the essentials of people management
- Appreciating the need for effective supervisory skills and how these can be executed in the Workplace
- Motivating staff to achieve required outcomes
- Effective communication in the workplace
- Gearing supervisory skills to that of the individual
- Being honest with staff
- Dealing with difficult situations fairly and diplomatically
- Effective meetings



### Directions to Accrete

From the corner of STUART HWY and BERRIMAH RD.

Drive: 6.5 km – about 5 minutes

1. Head south on Berrimah Rd until Casey St. 6 km.
2. Turn **LEFT** at Casey St 100 m.
3. Turn **LEFT** at Mendis Rd 400 m.
4. Turn **LEFT** into Accrete at 24 Mendis Rd

Note: You can not access Accrete from Berrimah Rd. Entry is available from Mendis Rd as shown on the map.

**Competency Based Assessment:** Competency Assessment is the collection of evidence by the Registered Training Organisation (RTO) demonstrating that the trainee can perform to the standard expected in the workplace as expressed in the relevant endorsed industry competency standard. As a trainee on a competency based training course you will be required to complete the following methods of evidence collection: Theory, quiz and practical skills demonstration of the elements listed in the course information.

**Appeals:** All trainees who find themselves deemed "Not Yet Competent" have the right to appeal that decision. All appeals shall be directed, in writing, to the General Manager, Accrete, within one month of the completion of the course. The appeal must identify and provide evidence of one of the following:

- The judgement as to whether competence has been achieved and demonstrated was made incorrectly.
- The judgement was not made in accordance with the Assessment Plan.

Where there is no satisfactory solution, provision will be made for reassessment.

**Evidence of Prior Training:** Accrete has a recognition policy in relation to trainees gaining recognition for any Nationally Accredited qualifications or units of competency. Evidence may be submitted in the following forms:

- Evidence of current competency during the recognition process itself
- Relatively recent evidence presented by the trainee that provides a good indication of current competence
- Historical evidence provided by the trainee showing proof of prior learning at an earlier time

Other policies and information can be viewed on our website at [www.accrete.net.au](http://www.accrete.net.au)

**Catering:** Sample our great range of coffee from our coffee bar, tea and cool water is also provided. Lunch can be purchased from nearby take-away shops. A fridge is provided if you would prefer to bring your own. Dine in our air-conditioned lunchroom or in our garden pergola. Catering can be provided for group bookings for an additional cost.