

# Supervisor Skills



The skills and capability of front line managers are key to driving organisational success and positive workplace culture

## DURATION

Full day – In Person

## SUITABLE FOR

All employees leading and managing people formally or informally, particularly those new to a supervisory role

## PRICING

### CALENDAR COURSES:

	AMMA member	Non-member
Full day	\$500	\$700

### CUSTOMISED TRAINING:

*Pricing is subject to requirements such as company specific materials and travel.*

### NOTE:

*Training dates are subject to enrolments and change.*

## PROGRAM OVERVIEW

This course develops key leadership skills such as communication, time management, performance management, conflict resolution and effective decision making. AMMA incorporates key aspects of your organisations vision, brand and values throughout the course in order to ensure your supervisors' are embedding your organisational values within their teams.

It is vital that current and emerging supervisors are equipped with the skills and capability required of their role in order to give them the best chance to succeed and manage people effectively.

## LEARNING OUTCOMES

On completion of this course participants will understand:

- The responsibilities of an effective supervisor
- How to develop effective communication skills
- Time management techniques
- How to effectively manage employee performance and provide constructive feedback
- The tools they can use for resolving conflicts within their teams
- How to identify problems and make decisions

## WHY AMMA

AMMA consultants hold unrivalled knowledge, experience and expertise in Employment & Industrial Relations in the Australian Resources and Energy sector. Our consultants have extensive knowledge of the legislative framework and case law relating to employment in Australia and this is used as a foundation for this course.

AMMA's materials are highly practical and engaging in nature and we regularly refer participants to examples relevant to your operations. Depending on the duration of the course, practical case studies and role plays will be referred to throughout the course.

## TRAINING LOCATIONS

AMMA holds this course in person across Australia and can arrange customised training in all areas, including regular tours of regional Australia.