



The Effective Supervisor

Overview

This three-day program provides the appropriate skills for new supervisors to undertake their role in a confident and professional manner. The learning outcomes of the program include:

- Understand your role as a supervisor including the legislative framework
- Understand your supervisory style
- Develop problem solving, research skills and communication skills
- Apply effective time management skills
- Review delegation skills
- Practice giving and receiving feedback techniques
- Develop financial skills
- Develop coaching and mentoring skills
- Develop yourself and your team.

Participants will complete Team Management Systems' *Team Management Profile Questionnaire* prior to the program. This profile will be used to enhance the participants' understanding of their individual approach to work.

Who Should Attend

This program is designed for:

- anyone wanting to improve their supervisory skills in the APS
- anyone new to supervising others in the APS.

Program Structure

Day 1	
Morning	<ul style="list-style-type: none">• The role of a supervisor in the APS including ethics, code of conduct, diversity and occupational health and safety requirements• The APS legislative framework and how it links to your role
Afternoon	<ul style="list-style-type: none">• Understanding your supervisory style (including review of your team management profile)• Problem solving and research skills

Day 2	
Morning	<ul style="list-style-type: none"> • Improving your communication skills – written and verbal • Time management skills
Afternoon	<ul style="list-style-type: none"> • Giving and receiving feedback (including dealing with difficult people) • Delegation skills
Day 3	
Morning	Financial skills including interpreting financial information, budgeting and delegations
Afternoon	<ul style="list-style-type: none"> • Coaching and mentoring skills • Developing yourself and your team including skills to create an outstanding team • Course review and wrap-up

Cost

Program fees are \$1,600 per person or \$1,500 for Magical Learning Club members, including GST. This cost covers all program materials, morning and afternoon teas, lunch and individual team management profiles.

We offer group discounts for three or more participants. This program can also be tailored for specific government agencies and run in-house.

About Magical Learning

Magical Learning is committed to providing excellence in training. We utilise accelerated learning techniques to enhance the effectiveness of our programs.

Our facilitators are experts in government and we are constantly updating our program materials to include latest research and developments in public sector management.

Further Information

Contact us on (02) 6260 8220 or learn@magicallearning.com.