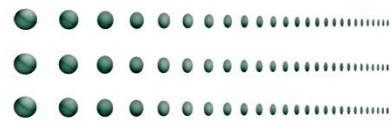




RTO provider code: 60034

Business Skills
IT Solutions
Qualifications



Effective Supervision Skills

National Competency Standard (BSB):

BSBLDR403 Lead team effectiveness

BSBWOR502 Lead and manage team effectiveness

Course Objectives

This course provides the skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.

Duration

1 Day.

Course Outcomes

1. Understand the principles of good leadership
2. Participate in team planning
3. Develop team commitment and co-operation
4. Manage and develop team performance
5. Participate in and facilitate work teams

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

Effective Supervision Skills

Course Content

Principles of good leadership

- Understanding what makes people tick
- Handling difficult people effectively
- Motivating and inspiring team members
- Maximising your own leadership style

Participating in team planning

- Identifying strategies for setting goals
- Discussing and agreeing on goals and responsibilities
- Identifying resources required
- Establishing standards of performance required by the team
- Determining task reporting requirements

Developing team commitment and co-operation

- Communicating effectively
- Encouraging team decision-making
- Supporting team initiative and interaction

Managing and developing team performance

- Allocating tasks and responsibilities
- Negotiating strategies for goal achievement
- Identifying training needs
- Negotiating on task timelines

Participating in and facilitating work teams

- Reviewing progress against agreed timelines
- Implementing alternative strategies for task achievement
- Monitoring and reporting team performance
- Providing feedback to individual team members