



## Lead Work Teams: Developing Supervision and Leadership Skills

This course comprehensively covers the fundamentals of team leadership, and examines the key challenges all supervisors and managers face on a day-to-day basis. Participants are given the opportunity to develop their knowledge and hone their leadership skills. It will also provide an opportunity for those people with more experience, to reinforce their existing skills.

Participants will also examine various methods to deal with common situations that occur on a regular basis, including developing techniques for dealing with people in a work environment, increase their self-awareness, and learn practical methods for workplace communication.

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**DURATION:** 2 days

**COST:** on application

**FACILITATOR:** Phillip Connell

**PREREQUISITES:** Nil

**ACCREDITATION:** Participants have the opportunity to gain a unit of competency towards a Nationally Accredited Qualification. To do this, participants will need to complete assessment tasks outside of the workshop.  
Please contact the Training Coordinator prior to training to receive details of assessment tasks required.

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### **Topics – see over for complete outline**

- Role of the Supervisor & Manager
- People Management, Leadership and Supervision
- Developing Effective Workplace Relationships
- Creating a motivating environment
- Effective Delegation- A Key to Leadership
- Assessing Competence
- Managing Performance
- Using Mentoring and Coaching as a Tool
- Managing and Resolving Conflict
- Written Communication Skills

### **WHO SHOULD ATTEND THE COURSE?**

Supervisors without prior leadership training, aspiring leaders, staff targeted by Council succession strategies.

***To register, please complete a Local Government Training Institute registration form at <http://www.lgti.com.au> and submit online; or you can fax to Local Government Training Institute on (02) 4966 0655***

Course enquiries may be directed to Training Administration on 4922 2333.

## Local Government Training Institute

4 Sandringham Ave, Thornton NSW 2322

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<b>Day 1</b>	
<b>The Leadership Role</b>	<ul style="list-style-type: none"> <li>• “Role of the Supervisor &amp; Manager”               <ul style="list-style-type: none"> <li>~ Stepping into a supervisory or management position — <i>presentation &amp; discussion</i></li> <li>~ Personal and professional challenges – <i>individual exercise</i></li> <li>~ Key responsibilities of the supervisor — <i>facilitated discussion</i></li> </ul> </li> </ul>
<b>Managing People</b>	<ul style="list-style-type: none"> <li>• “People Management, Leadership and Supervision”               <ul style="list-style-type: none"> <li>~ Your experience of being managed – <i>individual exercise</i></li> <li>~ What is management? - <i>presentation &amp; discussion</i></li> <li>~ What is leadership? Models and application - <i>presentation &amp; discussion</i></li> <li>~ What great managers do differently - <i>facilitated discussion</i></li> <li>~ The supervisory relationship - <i>presentation &amp; discussion</i></li> <li>~ Key challenges for supervisors – <i>group exercise</i></li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• “Developing Effective Workplace Relationships”               <ul style="list-style-type: none"> <li>~ Positive and negative behaviours - <i>group exercise</i></li> <li>~ Developing trust and confidence — <i>facilitated discussion</i></li> <li>~ The role of personality – <i>individual exercise</i></li> <li>~ Perception and people – <i>individual exercise</i></li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• “Creating a motivating environment”               <ul style="list-style-type: none"> <li>~ What we need and want from our work – <i>group exercise</i></li> <li>~ The theory of motivation - <i>presentation</i></li> <li>~ Valuing people — <i>facilitated discussion</i></li> <li>~ Strategies for motivating others - <i>presentation &amp; discussion</i></li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• “Effective Delegation- A Key to Leadership”               <ul style="list-style-type: none"> <li>~ Allocating tasks of the achievement of work - <i>presentation &amp; discussion</i></li> <li>~ Priorities - Keeping Things in Perspective – <i>group exercise</i></li> <li>~ Effective communication – <i>individual exercise</i></li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• “Assessing Competence”               <ul style="list-style-type: none"> <li>~ Planning to assess- <i>presentation</i></li> <li>~ Communication and the assessment process - <i>presentation &amp; group exercise</i></li> </ul> </li> </ul>

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<b>DAY 2</b>	
	<ul style="list-style-type: none"> <li>• “Assessing Competence” cont’d               <ul style="list-style-type: none"> <li>~ Gathering evidence decision - <i>presentation &amp; facilitated discussion</i></li> <li>~ Making the assessment decision - <i>presentation &amp; group exercise</i></li> </ul> </li> </ul>
<b>Managing People</b>	<ul style="list-style-type: none"> <li>• “Managing Performance”               <ul style="list-style-type: none"> <li>~ Recognizing performance problems - <i>presentation &amp; discussion</i></li> <li>~ Performance gaps -- <i>facilitated discussion</i></li> <li>~ Personal preferences &amp; characteristics - <i>presentation &amp; discussion</i></li> <li>~ Establishing &amp; communicating performance goals – <i>Individual exercise</i></li> <li>~ Evaluating performance &amp; providing feedback- <i>presentation &amp; discussion</i></li> <li>~ Performance improvement / development plans- <i>group exercise</i></li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• “Using Mentoring and Coaching as a Tool”               <ul style="list-style-type: none"> <li>~ Identifying the need for coaching or mentoring <i>group exercise</i></li> <li>~ Setting up and implementing a program – <i>presentation &amp; discussion</i></li> <li>~ Providing feedback – <i>role play</i></li> <li>~ Evaluating effectiveness – <i>facilitated discussion</i></li> </ul> </li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• “Managing and Resolving Conflict”               <ul style="list-style-type: none"> <li>~ Why is conflict often left unmanaged – <i>presentation &amp; discussion</i></li> <li>~ Reactions to conflict – <i>presentation</i></li> <li>~ Models and frameworks – <i>presentation &amp; discussion</i></li> <li>~ Application of a conflict management model – <i>group exercise</i></li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• “Written Communication Skills”               <ul style="list-style-type: none"> <li>~ Establishing the purpose of your writing– <i>presentation</i></li> <li>~ Focussing on the audience– <i>presentation &amp; discussion</i></li> <li>~ Effective structure &amp; language – <i>individual and group exercises</i></li> <li>~ Basic letters, memos, reports and forms– <i>presentation &amp; individual exercise</i></li> </ul> </li> </ul>

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