



EFFECTIVE SUPERVISOR PROGRAM

OVERVIEW

The program develops understanding in the core capabilities required to influence the way humans behave, think and act in groups, teams and organisations. The training incorporates a range of methodologies including, workshops, coaching, mentoring, diagnostics and training.

LEARNING OUTCOMES

The purpose of this program is to assist supervisors to better understand and deliver supervision. The focus of the program is on skill development, risk intelligence and maturity. By the conclusion of the program supervisors will have:

- A better understanding of the challenges of supervision
- An improved understanding of self and how personality shapes decision making
- Make better sense of the tensions of managing the 'in-between'
- Developed skills in risk maturity and intelligence
- Understand perception and motivation and use this understanding to motivate others
- Developed new skills in communication, framing, presenting and priming followers
- Know how to communicate expectations, set goals, better manage time and think strategically
- A better understanding of how to best manage difficult people and conflict
- New skills in engagement and culture change
- Implementation of Social Psychology of Leadership and Risk tools at work





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MODULES

1. Essential skills in leadership and supervision overview

Developing a sense of leadership maturity, beyond just managing things, projects and logistics to understanding people, behaviour and influence.

2. Tools for leadership overview

Learning to deliver projects safely through influencing others.

3. Profiling: my personality, leadership style, conflict style, learning style

Understanding self (personality type), learning style, management style and conflict style. Default behaviours of type, acting out of shadow sides under stress. How to assess others personality type and targeting response to type.

4. Critical thinking skills – iThink Module

Critical thinking wheel, how to approach issues with advanced and holistic endeavour, stepping back and seeing more. Understanding competing values in teams, groups and organisations.

5. Communication Fundamentals – Open Questions, Listening, Body Language, Framing, Anchoring, language and dissonance – Your Talk Matters

The importance of language, how the hidden message destroys the overt message. Walking the talk and talk the walk. Effective language and framing as fundamental tools of safety culture change.

6. Understanding Motivation

Intrinsic and extrinsic motivation, winning hearts and minds. Understanding what de-motivates people and what wins people.

7. What is risk intelligence? Understanding gut reactions, rules of thumb and heuristics.

Implicit knowledge or gut knowledge and turbulence at work, how people really make decisions and the power of emotions. Managing “gut” reactions through better use of safety tools. What is your risk iCue? Identifying and tackling risk.

8. Challenging complacency and the challenge of autopilot.

Understanding how people “switch off”, what drives short cut taking and trade offs, myths of get the job done and can do culture.

9. Vision and Due Diligence

Understanding integration of legal requirements and standards, achieving compliance through mechanisms not anchored in fear and anxiety. What drives reporting underground.

10. Understanding culture and inspiring change

Key indicators of safety culture. Recognising behavioural indicators of values and attitudes. Leadership, capability, dissonance, systems, priorities, actions.

11. Advanced skills in cultural hazard identification/ risk management

Understanding primary, secondary and tertiary hazards in risk and incident causation.

12. On site coaching

Participants undertake micro training in the field to embed conversation, observation, consultation and engagement skills.

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WHO SHOULD ATTEND

- WHS Officers.
- Team Leaders.
- Project Managers.
- Site Managers.
- Site Supervisors.

PRACTICAL TAKEAWAYS AND TOOLS

- Comprehensive Manual.
- Unique Practical Tools You Can Apply Immediately.
- Complimentary selection of books by Dr Rob Long.

