



ADVANCED SUPERVISORY SKILLS & MANAGING FOR OPTIMAL PERFORMANCE

COURSE OUTLINE

This program offers a best-practice framework of very practical, real-world supervisory, management & leadership skills to ensure a just, consistent, strengths-based & enabling approach for managers, peers & team members & get teams working at their optimal performance levels.

The program additionally gives managers foundational coaching skills that can be applied across the workplace, from peer development, peer support & clinical support, to supporting, developing, supervising & getting the best out of new & existing team members. Many of the skills are transferrable can also be applied to case management with clients & clinical supervision & development.

The strengths-based & enabling approach improves quality of life in the workplace for both staff & supervisors/managers & through the skills learnt, helps increase resilience & reduce burn out.

“Best learning ever! Thorough, insightful, professional. Very skilled and engaging facilitators. Facilitators expertise really shone through and delivery was inclusive and fun. Honestly, every part of this program was extremely helpful”. Verbatim comments – managers, NSW Specialist Homelessness Services

Who should go on the course?

This program is particularly relevant to **Middle Managers** & supervisors wanting to significantly boost their team’s performance & upgrade their supervisory, management & leadership practices.

It is also especially relevant to **New & Aspiring Managers** wanting a best-practice management & leadership framework on which to base their ongoing leadership & management practices to get their teams performing at their optimal performance level from the outset.

The learning from this course is also valuable for anyone who manages people at any level, and the practices are applicable to any size team.

*“Good management practice - Lots of practical ideas for working with difficult staff and productivity increases”.
Manager, NGO.*

Program Outcomes

The course emphasises how to create a positive, enabling, strengths-based team culture where people are recognized for a job well done & given practical support to develop, maintain & improve their performance when needed. This program will proactively reduce current & minimises future incidences of under-performance.

“Professional training delivered by highly skilled facilitators. I have gained practical skills to be used in everyday practice”. Manager, NSW Specialist Homelessness Services

The course equips participants to lead their teams through a practice of extremely practical team empowerment & communication-based management. In line with FairWork Australia principles of Performance Management & the NSW PSC Managing for Performance guide, the course enables managers to set up a systematic yet very human and practical approach to having clear goals for team members and achieving clarity around expectations – thus diminishing the potential for conflict and proactively eliminating & preventing many of the factors that can lead to poor performance & burn out; and therefore boosting performance & optimizing & fueling a team’s productivity, as well as their relationships across peers & the organisation as a whole.

Our focus on practical demonstrations and real-life solutions ensures the following outcomes and learning:

“Develop People. Boost Performance. Fuel Productivity.” Through...

EXECUTIVE COACHING TRAINING FACILITATION MEDIATION PSYCHOMETRIC ASSESSMENTS 360° ASSESSMENTS

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- ✚ How to engage in productive and successful communication & support practices
- ✚ How to keep individuals connected to long term organisational & team vision and strategy
- ✚ How to use that shared vision of goals and direction to build team engagement and underpin sustained performance excellence
- ✚ How to maintain functioning relationships and conversations with team members
- ✚ How to identify the talents and strengths of individuals and build on them to boost performance
- ✚ How to bring real value from conflicting positions
- ✚ How to set up a situation where both manager and reports feel enabled and heard
- ✚ How to build team engagement
- ✚ How to use language more effectively
- ✚ How to build and sustain relevant Role Clarity and Role Descriptions
- ✚ How to set expectations on all sides and keep them current

“This training was very relevant to my role. Techniques shown can be easily adapted to maintain my individual style and aren't too ‘stiff’”. Manager level participant

About the Program

The course has been designed by extremely experienced, highly qualified and enormously practical and grounded team of award winning experts with a combination of experience & credentials from both the Private & Public Sectors including: a Fellow of the Australian Institute of Management (and State Finalist in the Owner/Manager of the Year AIM Excellence Awards), a Doctor of Psychology & Sports (Performance) Psychology, an MBA lecturer, a qualified mediator & the International Coach Federation Australia Coach of the Year 2013.

Program Structure

SCC&D will customise the program to each organisation, agency & individual team.

The recommended format is 2 x separate 1-day programs interspersed with 1 or preferably 2 one-on-one supporting Executive Coaching sessions spread over approx a 3 month period. This allows participants to apply each day's learning back in the workplace & have specialist, individual coaching support & expert advice to help them deal with their own unique specific or more challenging situations. Please see Table 1 below.

However, SCC&D recognises that this always depends on available budget & that the ideal may not be a practical option. SCC&D is eminently flexible, & will always consult & partner with a potential client to come up with the best available solution, which may be running just the training days.

Every program is specifically tailored to each individual group; the below structure is a guide which can be adapted according to requirements.

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Table 1



This is our recommended structure, but we have had equal success with running the program as a 2-day training session followed by the coaching, and have also run just the 2 days training on their own.

Our expert team will, wherever possible, tailor the program & incorporate & design what you need, so please just ask us if you need something different to the above.

Who can benefit

- Managers & leaders who want to build a sustainable performance culture
- Leaders who experience challenges in building and maintaining team connection with a shared vision
- Managers who experience an uneasiness when it comes to discussing performance
- Teams who have recently been through changes that have left a negative impact on relations and the overall team environment
- Managers dealing with the challenge of bringing the wider team on board collaboratively & constructively
- Managers of teams where goal posts can change rapidly and team members need to adapt
- Managers where high performers enjoy the stimulation and challenging targets
- Managers who need to monitor and keep track of team achievement and foster its growth

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Alignment with the NSW Public Sector Performance Management Framework & FairWork Australia

The course has been designed to easily align it with (and reference) the NSW Performance Management Framework and Guide to Managing Performance, as well as the NSW Capability Framework*. It could easily be adapted to any recognised professional Capability Framework.

Of course, the program is also aligned with the FairWork Australia principles of Performance Management.

Mapping to the NSW Public Sector Capability Framework

Some of the Capabilities to which this course may be mapped include:

-  Deliver results
-  Manage & Develop People
-  Optimise Business Outcomes
-  Inspire Direction & Purpose
-  Plan & Prioritise
-  Work Collaboratively
-  Manage Self
-  Communicate Effectively

Please contact the team at Southern Cross Coaching & Development for more information & to discuss requirements. Call 02 7901 5618 or email getresults@southerncrosscoaching.com.au.

** Footnote: SCC&D has designed the program to align with FairWork Australia principles of Performance Management, as well as with the NSW Performance Management Framework and Guide to Managing Performance. However, this in no way implies that the course is currently in any way officially endorsed by FairWork Australia or by the NSW Government Public Service Commission.*

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