

cto

corporate training options

About Us

Our mission at CTO is empowering people through learning that drives lasting growth and organisational success.

With that focus, we provide high-quality, practical training designed to help individuals and organisations build skills, improve performance and adapt to an ever changing business environment.

With experienced trainers and flexible delivery options, CTO provides engaging, results-focused learning designed to strengthen capability and support long-term business success.

*“Hope is NOT a
Development Plan.”*

Excelling as a Leader / Supervisor

Other Leadership Courses

- Change Management - Leading through Organisational Change
- Building a Committed Workplace
- Strategic Planning
- Learning to Lead
- Team Building
- Coaching for Development
- Leading Virtual Teams
- Effective Communication

*Skills that Win -
Build Teams that Win*

Contact Us

We would love to collaborate with you



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*Our trainers are located all across
Australia.*



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Leadership: Excelling as a Leader/Supervisor

The Challenge

Supervisors bridge the gap between frontline workers and management—a position that's critical yet often under-supported. They're expected to maintain productivity, handle problems and develop people, usually with minimal training. Weak supervision creates operational inefficiencies, quality issues and employee dissatisfaction. Excellent supervision transforms team performance.



What you will Learn

- ✓ Master the core responsibilities of effective supervision
- ✓ Balance operational demands with people development
- ✓ Provide clear direction and constructive feedback
- ✓ Monitor performance and address issues early
- ✓ Handle disciplinary situations fairly and effectively
- ✓ Motivate diverse team members
- ✓ Communicate up, down and across the organisation

Who should Attend

This practical program is designed specifically for supervisors and team leaders managing frontline teams and day-to-day operations. Ideal participants include:

- Supervisors and team leaders
- Shift managers and coordinators
- Foremen and lead workers
- Anyone responsible for direct supervision of others

Course Delivery

- Online via Microsoft Teams
- Onsite at your Workplace
- Hybrid (combination of both)

Duration

- Full Day Course

Group Sizes

Our prices are based on group sizes and not per person (the more the merrier)

- 1 - 3 trainees
- 4 - 15 trainees
- 16 - 20 trainees

Pre Requisites

None - Open to all

Course Modules

Module 1. The Supervisor's Role - Responsibilities, Realities and Expectations

- Understanding the unique position supervisors occupy between frontline and management
- The most common traps new and experienced supervisors fall into
- Defining what excellent supervision actually looks like in practice
- Honest self-assessment - where you are strong and where you need to grow

Module 2. Mastering the core responsibilities of Supervision

- The non-negotiables - what every supervisor must get right every day
- Balancing operational output with people leadership simultaneously
- Planning, prioritising and organising work across a diverse team
- Moving from reactive firefighting to proactive, intentional supervision

Module 3. Providing Clear direction and Setting Expectations

- Why unclear expectations are the root cause of most performance problems
- Setting standards that are specific, understood and consistently applied
- Delegating effectively - matching tasks to capability and development need
- Following up without micromanaging and staying informed while giving autonomy

Module 4. Monitoring Performance and Addressing issues early

- Building visibility into team performance without hovering
- Recognising the early warning signs before small issues become big problems
- Having timely, direct conversations when performance falls short
- Documenting performance issues in ways that protect everyone involved

Module 5. Handling Disciplinary situations fairly and effectively

- Understanding the difference between a coaching conversation and a disciplinary one
- A fair and consistent process for managing serious performance or conduct issues
- Staying calm, objective and professional in emotionally charged situations
- Making difficult decisions while maintaining team respect and credibility

Module 6. Giving Feedback that improves Performance

- Why most feedback is either avoided, vague or received defensively
- Delivering constructive feedback in the moment, not saved for review time
- Balancing recognition and correction to build confidence and capability
- Creating a team environment where feedback flows in all directions naturally

Module 7. Motivating a Diverse team

- Understanding what drives different people - One size does not fit all
- Practical, low-cost motivation strategies that work in real workplaces
- Keeping morale and momentum strong during pressure, change or uncertainty
- Recognising contributions in ways that feel genuine rather than formulaic

Module 8. Communicating Up, Down and Across the Organisation

- Why communication is the supervisor's most underrated operational tool
- Translating management direction into team clarity without losing the message
- Representing your team's needs and concerns upward with confidence
- Building working relationships across departments that make your job easier

Educate, Elevate and Empower