

# COURSE OUTLINE

## Supervisor Coaching Program *Learning to 'Bring out the Best' in your Employees*

### REGISTRATION DETAILS

Complete the registration form & send by facsimile to:  
Fax/Ph (02) 6343 2700; or email  
[ahendy@hendyhr.com.au](mailto:ahendy@hendyhr.com.au)

### VENUE

On site or at a nominated venue of  
Hendy HR Consulting Pty Ltd

### COST

Please enquire at  
[ahendy@hendyhr.com.au](mailto:ahendy@hendyhr.com.au)

### TIME

The program is run over a 3-6 month period and includes individual and group coaching sessions.

### FACILITATOR

Alicia Norrie

- Owner, Hendy HR Consulting P/L.
- Master Business Administration.
- Diploma in HRM.
- 20 years corporate HR and field experience.



The Supervisor Coaching Program assists entry to intermediate level supervisors with skills and management tools so they can bring out the best work and qualities of the employees within their care.

The program provides monthly group interaction sessions for supervisors on key topics and also individual coaching sessions and action plan reviews.

The purpose of the program is to provide a supervisor with practical and individual assistance that follows a plan, measure and review methodology.

This program is not about sitting in a classroom learning various management philosophies but is about walking and talking on the ground, at the coal face of the business and dealing with real supervisory challenges and employees.

## Learning Outcomes

- ✓ To understand Fair Work Australia legislation, various Acts and any local employment policies and processes.
- ✓ Equal Employment Opportunity educational session that aligns with WorkCover (NSW) recommendations.
- ✓ Communicating effectively with diverse individuals and understanding your personality traits and management style.
- ✓ To complete and understand the OH&S Consultation program by WorkCover (NSW).
- ✓ Delegating effectively and building teams.
- ✓ Communication of performance expectations and managing poor performance.
- ✓ Managing and communicating change in the team.

## Who Should Attend?

- ✓ Supervisors with limited or no prior management or supervisory experience.
- ✓ Supervisors that have difficult and challenging employees.



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