



RTO provider code: 60034

Business Skills  
IT Solutions  
Qualifications



## Effective Supervision Skills

National Competency Standard (BSB):

BSBLDR403 Lead team effectiveness

BSBWOR502 Lead and manage team effectiveness

### Course Objectives

This course provides the skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.

### Duration

1 Day.

### Course Outcomes

1. Understand the principles of good leadership
2. Participate in team planning
3. Develop team commitment and co-operation
4. Manage and develop team performance
5. Participate in and facilitate work teams

### Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

# Effective Supervision Skills

## Course Content

### Principles of good leadership

- Understanding what makes people tick
- Handling difficult people effectively
- Motivating and inspiring team members
- Maximising your own leadership style

### Participating in team planning

- Identifying strategies for setting goals
- Discussing and agreeing on goals and responsibilities
- Identifying resources required
- Establishing standards of performance required by the team
- Determining task reporting requirements

### Developing team commitment and co-operation

- Communicating effectively
- Encouraging team decision-making
- Supporting team initiative and interaction

### Managing and developing team performance

- Allocating tasks and responsibilities
- Negotiating strategies for goal achievement
- Identifying training needs
- Negotiating on task timelines

### Participating in and facilitating work teams

- Reviewing progress against agreed timelines
- Implementing alternative strategies for task achievement
- Monitoring and reporting team performance
- Providing feedback to individual team members